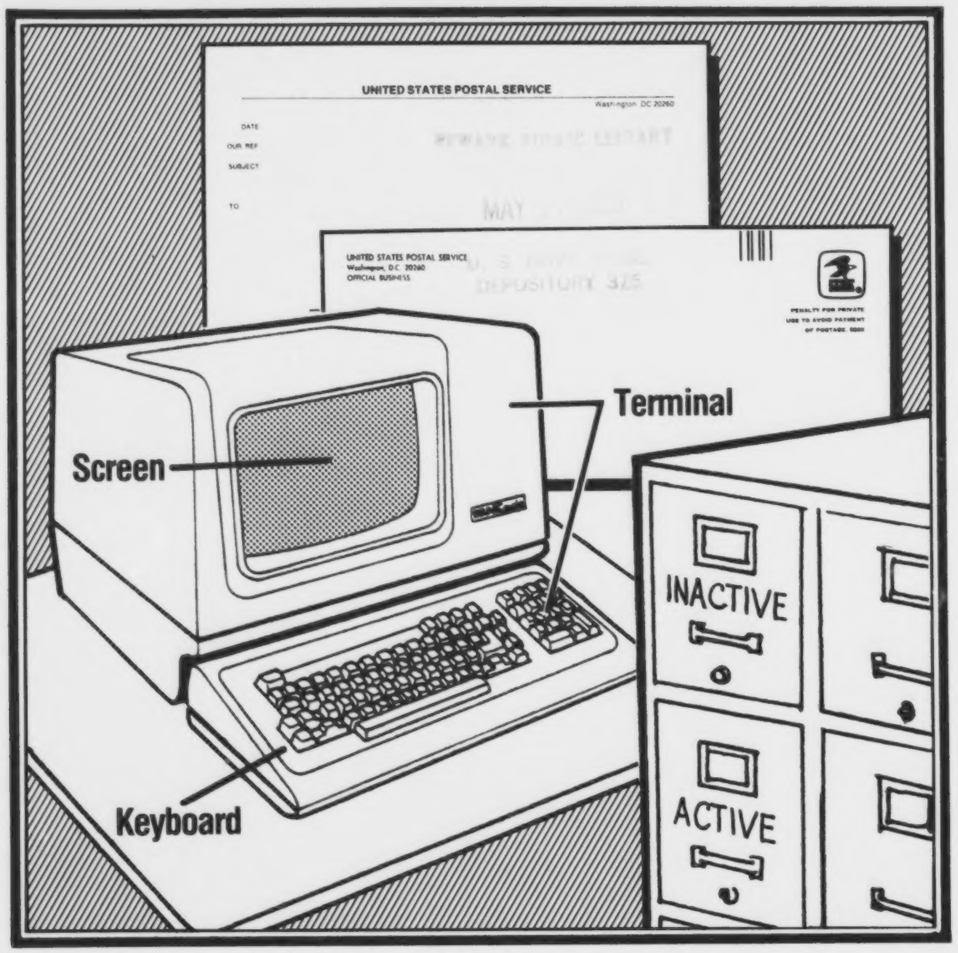
C 81

Correspondence Management



Handbook AS-302

P 1.31/4:

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U.S. POSTAL SERVICE
Washington, DC 20260-0001

Correspondence Management
Handbook AS-302

Transmittal Letter 1
December 15, 1983

1. Explanation

a. This is a new handbook. The title remains *Correspondence Management*, but the old number (A-2) is changed to *AS-302*; it relates to Chapter 3 of the Administrative Support Manual (ASM). This edition updates the policies and procedures governing USPS correspondence, prescribed in 359 of the ASM.

b. AS-302 incorporates certain standard procedures as outlined in the U.S. Government Correspondence Manual and is the primary reference source for postal personnel who write, review, type, sign, and file USPS correspondence. Any local issuances in conflict with this handbook are not authorized.

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2. Distribution

a. *Initial.* This handbook receives a wide general distribution to facilities responsible for the subjects covered. It is mailed to:

Facility	Quantity	Facility	Quantity
Automatic Data Processing Centers	2	Postal Data Centers	varies
Buildings Management & Engineering Offices	1	Postal Employee Development Centers	10
Bulk Mail Centers	varies	Post Offices, CAG A	10
Districts	2	CAG B	6
Eastern Area Supply Center	5	CAG C	2
Field Real Estate & Buildings Offices	3	CAG D	1
Inspectors-in-Charge	varies	CAG E	1
Mail Classification Centers	1	Procurement Services Offices	3
Mail Equipment Shops	2	Management Academy (Potomac)	76
Mail Depositories & Repair Centers	1	Management Academy (Field Centers)	10
Maintenance Capable Offices	2	Records (Bedford, PA)	1
Maintenance Technical Support Centers	6	Regional Administration Branches	50
Mechanization Overhaul Centers	1	Regional Chief Inspectors	5
Money Order Division	1	Stamped Envelope Agency	1
National Test Administration Center	1	Technical Center Library	1
		Transportation Management Offices	2
		Vehicle Maintenance Facilities	2
		Western Area Supply Center	5

b. ***PMG Correspondence Addendum.*** **Postmaster General's correspondence procedures have been printed as an addendum to this handbook for distribution to Headquarters and Regional Offices, only.**

c. *Additional Copies.* Order on Form 7380, Supply Center Requisition, from your supply center.

3. Recission

Handbook AS-302 obsoletes Handbook A-2 (10-15-80). Destroy all copies of A-2.

4. Comments

Address any questions or comments on this handbook to:

Records Office
U.S. Postal Service
Washington, DC 20260-5010

5. Effective Date

Upon receipt.

A. Scott Hamel
USPS Records Officer

CONTENTS

CHAPTER 1—POLICY

110 General Principles
111 Definition
112 Requirements
112.1 10-Day Rule
112.2 Signatures
113 Objectives
114 Quality
114.1 The 4-S Formula
114.2 Benefits
115 Production Efficiency
115.1 Guidelines for Managers
115.2 Form Letters
115.3 Word Processing Equipment
116 Maintenance
116.1 Filing
116.2 Records Management
116.3 Security

120 Correspondence Control
121 ZIP Codes in Return Addresses
121.1 General
121.2 Letters (Formal Stationery)
121.3 Memorandums
122 Organization Correspondence Codes (OCCs)
122.1 Definition
122.2 Purpose
122.3 Structure
.31 Authorization
.32 Assignment
123 Control Forms
123.1 Requirements
.11 Action
.12 Supply
.13 Retention
123.2 Form 132
123.3 Form 1806

130 Standards
131 Stationery
131.1 General
.11 Types
.12 Print Colors
.13 Measurements
131.2 Formal Letterhead
.21 Description
.22 Use
.23 Promotional Letterhead
131.3 Memorandum Letterhead
.31 Description
.32 Use
.33 Special Print
131.4 Letterhead Deviations
132 Envelopes/Labels
132.1 General
.11 Print Colors
.12 Measurements
132.2 Penalty Envelopes
.21 Description
.22 Use
133 Requisitions
133.1 Headquarters
133.2 Field
.21 Formal Letterhead
.22 Memorandum Letterhead

Exhibits

116.2 Records Management
123.2 Control Forms
123.3 Control Forms
131.2 Authorized Formal Letterheads
131.23 Promotional Letterhead
131.3 Memorandum Letterhead
132.2 Penalty Envelopes

Chapter 2—Preparation of Correspondence

210 Formal Letters and Memos
211 Styles
211.1 Full Block
211.2 Modified Block
212 Stationery
212.1 Original
212.2 Carbon Copies
213 Page Margins
213.1 Letters
.11 Left/Right Margins
.12 Top/Bottom Margins
213.2 Memorandums
.21 Left/Right Margins
.22 Top/Bottom Margins
214 Identification Block
214.1 Date
214.2 Reference Line

214.3 Subject Line
.31 Letters
.32 Memos
215 Inside Address (To)
215.1 General
215.2 Letters
215.3 Memorandums
216 Body
216.1 Salutation
216.2 Text
216.3 Complimentary Close
217 Signature Block
218 Additional Information
218.1 Enclosure/Attachment
218.2 Separate Cover
218.3 Carbon Notations
.31 Original Letter
.32 Blind Carbons
218.4 For the Record
218.5 Official File Copy (Yellow)
.51 Concurrences
.52 Notations
219 Assembling Correspondence for Signature
219.1 Correspondence Folder
219.2 Routing Slip
219.3 Briefing Sheet

220 Informal Communications

230 Envelopes and Mailing
231 General
232 Typing and Mailing Instructions
232.1 ZIP + 4 Codes
232.2 Organization Correspondence Codes
232.3 Special Mailing Instructions
232.4 Preparation of Registered Mail

240 Telecommunications and Facsimile Service
241 Telegraphic Messages
241.1 Uses and Types
241.2 Methods of Transmission
.21 TWX and Telex
.22 Mailgram Service
.23 Public Message Service
.24 Cables
241.3 Cost Considerations
241.4 Message Forms
.41 Form 320
.42 Form 321
.43 Form 322
.44 Logs
241.5 Message Style
242 Facsimile Service

Exhibits
211.31 Full Block Memo
Full Block Letter
Modified Block Letter
215.22 Paragraph Arrangement
220 Informal Communications
Optional Form 27
241.11 Time Zone Map
241.41 Form 320
241.42 Form 321
241.43 Form 322

Chapter 3—Protecting Correspondence

310 Correspondence Requiring Protection
311 Restricted Information
312 National Security Information

320 Protection Needs
321 Restricted Information
322 National Security Information
323 Other Information

330 Use of Caveats

Chapter 4—Style Practices

410 Overview
411 General Principles
412 Postal Service Use

420 Style and Writing Guidelines
421 Capitalization
422 Spelling
423 Compound Words
424 Punctuation
425 Abbreviations
426 Numbers
427 Word Division

Appendix A Style and Writing Guidelines
I. Capitalization
II. Spelling
III. Compound Words
IV. Punctuation
V. Abbreviations
VI. Numerals
VII. Word Division
VIII. Plain Writing

Appendix B USPS Applications

I. OCC System
II. Trademarks/Service Marks
III. Geographic Abbreviations
IV. Abbreviations and Acronyms

Appendix C Models of Address

Addendum—Postmaster General's Correspondence

CHAPTER 1
POLICY

110 GENERAL PRINCIPLES

111 Definition

Correspondence is a general term that includes letters, memos, post cards, notes, telecommunications, and any other form of written and addressed communication.

112 Requirements

112.1 10-Day Rule

All correspondence must be responded to, either by acknowledgement or reply, within 10 workdays from the date of receipt by the responding office. By law, Freedom of Information Act and Privacy Act requests must comply with this rule.

112.2 Signatures

.21 Authorized. Letters addressed outside USPS must be signed only by managers, or designees, having official responsibility for the subject matter or for dealing with the source of the inquiry.

.22 Restrictions.

a. No one may sign the name of another person.
b. Signing *for* an authorized manager is limited to one organization level below the authorized signer.

.23 Exception. Restrictions do not apply to designated Postal Inspection Service correspondence for which there is written delegation of authority for lower level official to sign the manager's name.

113 Objectives

We need to be concerned about a piece of correspondence from the moment its contents are being thought of until the final document is destroyed, perhaps years later. Attention to correspondence matters is therefore necessary from managers and administrative personnel alike. The basics to be considered when creating the document are:

a. Quality.
b. Production Efficiency.
c. Maintenance.

114 Quality

114.1 The 4-S Formula

Regular use of the following principles will keep your writing in line with the 4-S formula: **Short—Simple—Strong—Sincere.**

a. Plan the correspondence and identify all areas needing a response.
b. Know your audience and visualize the reader.
c. Organize and categorize material logically for easy reference.
d. Be expressive and straightforward.
e. Revise and tighten up.

114.2 Benefits. Clear and concise correspondence means quicker replies, fewer comeback inquiries, and reduced cost. (See Appendix A, Section VIII, Plain Writing.)

115 Production Efficiency

115.1 Guidelines for Managers

.11 Reduce delays and waste by being aware of:

a. How much correspondence employees are capable of generating.
b. The status of correspondence in progress, schedules, and priorities.
c. How much correspondence is received by the organization.
d. How employees are performing in relation to correspondence work scheduled and the impact of other assignments.

.12 Consider simple ways to cut production time and cost, such as:

a. Reduce writing time—dictate letters.
b. Keep copies to a minimum—duplicate copies (typed or photocopied) are costly in terms of production time, file space, and equipment.

115.2 Form Letters

Very often individually written letters can be replaced by preprinted messages (form letters) or by standard segments (guide paragraphs). This is cost effective and applies whenever it is necessary to tell the same story over and over. However, these letters must comply with stationery and format requirements as outlined in 130 and in Chapter 2.

Exception: When the item is an official USPS directive or form, it must be approved by the Document Control Division, Headquarters.

115.3 Word Processing Equipment

Automatic desk terminals provide a shortcut to handwritten or typed drafts since editing can be done directly on the machine. This equipment is ideal for transferring incorporating form letters and guide paragraphs. (See Handbook A-3.)

116 Maintenance

116.1 Filing

A piece of correspondence, once signed, becomes a record. During the preparation stage, choose appropriate subject for easy filing and later retrieval.

116.2 Records Management

As a record, correspondence is subject to the USPS Records and Information Management Program. Aspects of the program include the creation, distribution, use, maintenance, retrieval, security, and disposal of records. (See Exhibit 116.2 and ASM 350.)

116.3 Security

Safeguards must be provided and enforced to protect records concerning the interest of the Postal Service, its employees, contractors, or the general public, and to ensure the security and confidentiality of records containing personal information about individuals. Some of the controls are restricted access, lockable cabinets or rooms, and responsible custodians. (See 351.4, ASM.)

120 CORRESPONDENCE CONTROL

121 ZIP Codes in Return Addresses

121.1 General

.11 Postal stationery will contain the 9-digit ZIP Code (ZIP + 4) or the information for the ZIP + 4 to be used by a correspondent. The information may be *preprinted* in the heading, included in the signature block, included in the text as specific instructions to the recipient, or made a part of the *OUR REF* line in a memorandum.

.12 The exception is correspondence within the same facility, e.g., a memorandum from one director to another within the same post office. Here, the use of ZIP + 4 is not a concern.

121.2 Letters (Formal Stationery)

.21 *With Preprinted Return Address.* ZIP + 4 will always be included as part of the preprinted heading.

.22 *Without Preprinted Return Address.* For stationery such as Supply Item 012D, type the complete return address to include the ZIP + 4 code in the signature block.

121.3 Memorandums

.31 *With Preprinted Return Address.* Facility heads who prefer that replies to outgoing correspondence be routed through their office should order and use letterhead preprinted with the ZIP + 4 code appropriate to their office. If replies are to be routinely directed to individual managers, then order and use letterhead preprinted with the 5-digit ZIP Code. For the latter, type the additional four digits as the last item in the *OUR REF* line.

EXAMPLE: F100:RCarter:xyz: + *XXXX*

Do *not* type them following the preprinted 5-digit ZIP Code.

.32 *Without Preprinted Return Address.* For stationery such as Supply Item 012C, type the complete return address, to include the ZIP + 4 code in the signature block.

122 Organization Correspondence Codes (OCCs)

122.1 Definition

The OCC is an alphanumeric code used in conjunction with the author's first initial and last name. It describes the organizational level and placement in the hierarchy. The code consists of 1 to 3 letters followed by 1 to 3 numbers.

122.2 Purpose

The OCC enables postal recipients to make inquiries directly to an originating unit. Headquarters, Headquarters Administrative Support Facilities, regions, districts, Procurement Service Offices (PSOs), Field Real Estate and Buildings Offices (FREBOs), and Transportation Management Offices (TMOs) must use authorized OCCs on the reference line in all USPS correspondence.

122.3 Structure

.31 Authorization. After OCCs are assigned, any additions, changes or deletions must be approved by the office director or equivalent of the

organization involved and submitted to the Office of Headquarters Services. A complete list of authorized OCCs is published in the Headquarters and Regional Offices telephone directories. (See 359.3, ASM.)

.32 Assignment. (See Appendix B, Section I.)

.321 OCCs are assigned as follows:

a. SAPMGs and APMGs have 1 number.
b. Staff reporting directly to SAPMGs or APMGs have 2 numbers.
c. Office level or below have 3 numbers.
d. Office codes end in 00.
e. Division codes end in 0.
f. Branch codes end in a number from 1 to 9.
g. Headquarters Administrative Support Facilities and other field organizations are assigned 3-letter codes followed by no more than 2 numbers.

.322 The following OCC rules apply for organizations with unique reporting relationships:

a. Staff organizations reporting directly to offices, divisions, or regional directors are considered branches.
b. Subunits reporting to a staff manager are assigned the same letters and first number as the staff manager; the second number is from 1 to 9.
c. Divisions *not* reporting to an office use 0 as the first number.
d. Branches *not* reporting to a division use 0 as the second number.

123 Control Forms

123.1 Requirements

.11 Action. Correspondence requiring action must be controlled by Form 132, *Correspondence Control System,* or Form 1806, *Communication Log,* at the following levels:

a. Headquarters groups and department levels.
b. RPMG and regional department levels.
c. Exception: This requirement does not apply to the Government Relations Department and the internal control system of the Consumer Advocate's Office at Headquarters.

.12 Supply. Order Forms 132 and 1806 from the supply centers or Headquarters supply unit.

.13 Retention. Maintain the forms in an appropriate filing system. Retain for 1 year after the action to which the correspondence pertains has been completed.

123.2 Form 132 (See Exhibit 123.2)

.21 This is a 5-part snap-out form. The office controlling the incoming correspondence completes items 1 through 13; retains copy 1, and forwards copies 2 through 5 with the correspondence to the office of primary interest. For control, organizations within the OCC system use their assigned OCCs (or derivative) when completing the *Control No.* block.

.22 If necessary, the office of primary interest completes the referral block (item 14a) and transmits the form and the correspondence to the proper action office. Items 14b and c are used for any subsequent referrals.

.23 Copies 2, 3, and 4 may be retained by offices that participated in preparing the response.

.24 The action office completes items 15 through 18 and returns the reply (or notation of action taken) within the required suspense period to the controlling office, along with copy 5 of the form.

123.3 Form 1806 (See Exhibit 123.3)

This is a 1-page form used to record incoming and outgoing correspondence and due dates, and to track correspondence referred to another office. It is printed on both sides with identical information. Individual offices establish procedures for its use.

130 STANDARDS

131 Stationery

131.1 General

.11 Types. The USPS uses two types of authorized letterhead stationery:

a. Formal
b. Memorandum

.12 Print Colors. Letterheads are printed in two colors:

a. Blue Ink—Formal
b. Black Ink—Memorandum

.13 Measurements. The standard paper size is $8\frac{1}{2} \times 11$ inches for all letterhead, bond, manifold tissues, and carbons.

131.2 Formal Letterhead (See Exhibit 131.2 for the list of authorized formal letterheads.)

.21 Description. This is for official mail and carries the USPS emblem (Registered Trademark). Stationery is printed in two versions: with a preprinted return address and without a preprinted return address. Formal letterhead includes specialized promotional correspondence.

.22 Use.

.221 Restrictions. Formal letterhead is restricted to correspondence that is:

a. To addresses outside USPS.
b. To employees upon retirement.
c. To employees receiving special achievement awards.
d. To employees being promoted.
e. To postal job applicants.

Note: Only the following may use formal letterhead for general *intra-postal* correspondence.

a. The Postmaster General
b. The Deputy Postmaster General
c. The Executive Committee

.222 With Preprinted Return Address. This is authorized for use only by those positions/offices listed in Exhibit 131.2.

.223 Without Preprinted Return Address. This is authorized for general use by all other offices. (Order as Item 012D from supply centers.)

.23 Promotional Letterhead. (See Exhibit 131.23)

131.3 Memorandum Letterhead

.31 Description. Memorandum letterhead for postal mail and does not carry the USPS emblem; it is printed both with and without a return address. It includes preprinted identification data (*Date:, Our Ref.:, Subj.:, To:*) to expedite typing and filing, and to align the inside address with window envelopes.

.32 Use

.321 Restriction. Memorandum letterhead is used only for intrapostal correspondence. It is authorized for use by all postal installations and is printed in two headings:

a. United States Post Office. Used by post offices and MSCs.
b. United States Postal Service. Used by installations other than post offices.

.322 With Preprinted Return Address. (See Exhibit 211.1) Authorized for:

a. Headquarters
b. Regional Offices
c. Offices of the Regional Chief Inspectors
d. Offices of the Inspectors in Charge
e. District Offices
f. Philatelic Sales Division
g. Postal Data Centers (PDCs)
h. Automatic Data Processing Centers (ADPCs)
i. Management Academy (Potomac, MD)
j. Technical Training Center (Norman, OK)
k. Bulk Mail Centers (BMCs)
l. Transportation Management Offices (TMOs)
m. Procurement Services Offices (PSOs)
n. Field Real Estate & Buildings Offices (FREBOs)
o. Buildings Maintenance & Engineering Offices (BMEOs)
p. Eastern & Western Area Supply Centers
q. Stamped Envelope Agency
r. Post offices with annual revenue of $1.5 million or more.

.323 Without Preprinted Return Address. (See Exhibit 131.3.) Authorized for use by:

a. All Administrative Support Facilities that are not itemized above. (Item 012E at supply centers)
b. All other offices, including facilities with annual revenue of less than $1.5 million (Item 012C at supply centers)
c. Postal Inspectors; includes caption *Case No.* (Item 016G at supply centers)

131.4 Letterhead Deviations

Requests for special preprinted return addresses for memo letterheads must be approved by the USPS Records Officer, Washington, DC 20260-5010 Deviations from authorized formal letterheads are not anticipated since the current list was based on a servicewide review.

132 Envelopes/Labels

132.1 General

.11 Print Colors. Penalty (Official Mail) envelopes are printed in two colors:

a. Blue Ink. Used only when the return address is for:
   (1) The Board of Governors
   (2) The Postmaster General

(3) The Office of the Postmaster General
(4) The Deputy Postmaster General

b. Black Ink. Used for all other general-use envelopes.

.12 Measurements.

.121 Lettersize.

a. Minimum. An envelope *smaller* than minimum is nonmailable and returned to sender. It must be rectangular and no less than: 3½" high × 5" long × .007" thick.

b. Maximum. An envelope *larger* than maximum is nonstandard and requires special handling. It must be rectangular and no more than 6⅛" high × 11½" long × ¼" thick.

.122 Oversize. Do not use envelopes that are too large for the material—the contents may shift and be damaged during handling. Wrap heavy material as a package (See 120, DMM). If you must use an oversize envelope, press it flat before sealing to remove air, and attach a mailing label if the envelope is not preprinted.

132.2 Penalty Envelopes (See Exhibit 132.2)

.21 Description. Official preprinted envelopes have the USPS eagle, fin marks, and indicia clause in the upper right corner. The indicia reads *Penalty for Private Use $300*; this must NOT be typed or written on a plain envelope. The return address and the words OFFICIAL BUSINESS are in the upper left corner. Mailing labels have the same preprinted information and are used on packages and oversize plain envelopes. Official envelopes/labels do not require postage and must not be used for personal mail.

.22 Use. Penalty envelopes are used for official mail going outside USPS.

133 Requisitions

133.1 Headquarters Units

The Headquarters Supply Unit automatically orders stationery and related items as supplies become depleted. General use formal letterhead (20260-0001), memorandum letterhead (20260), and envelopes are funded by Office of Headquarters Services. All other letterheads and envelopes (special print) are funded by the ordering office on Form 1888, *Graphics, Printing, or Reproduction Order,* when it is notified of dwindling supplies by the Office of Headquarters Services.

133.2 Field

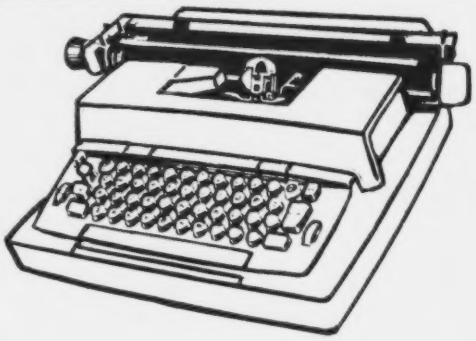
.21 Formal Letterhead. Submit SF-1, *Printing and Binding Requisition,* to General Manager, Printing Division, Headquarters, through the PSO. Include proper billing address.

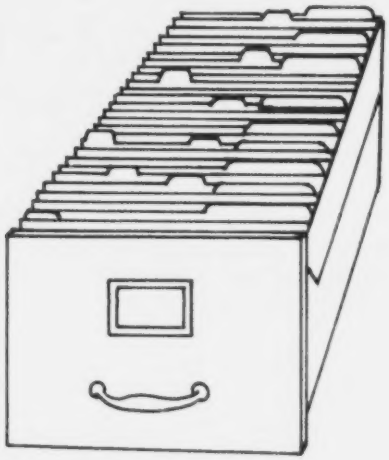
.22 Memorandum Letterhead. For special-print jobs, send written request to USPS Records Officer, Headquarters, through the Regional Administration Branch. If approved, the request will be returned with a reproducible for local procurement and printing. This reproducible must be returned by the printing contractor and maintained by the ordering office for use for each reprinting. (See 374.2, ASM.) *Reprinting does not* require Headquarters or regional office approval.

RECORDS MAINTENANCE & DISPOSITION CYCLE

Step 1—Creation.

A record is created when a piece of correspondence is signed or forwarded for information or action. Standard correspondence procedures, as outlined in this handbook, are important aids for successful filing, maintenance and retrieval of USPS records.





Step 2—Filing.

a. File only necessary official file copies.
b. Avoid filing duplicates and reproduced copies.
c. File in an orderly, uncluttered manner (subject, alphabetical, geographical, etc.)
d. Keep legitimate reference materials in a bookcase.
e. Papers considered to be personal rather than official Postal Service records should be filed so that only the owner has access (e.g., in owner's desk drawer).

Step 3—File Maintenance. (See ASM, Exhibit 351.31.)

a. Maintain records on a calendar, fiscal year, or other convenient time period.
b. File active and inactive material separately. During the year, move material from the current (active) file to the inactive file for that year (move the 1983 active files to the 1983 inactive files).
c. At the end of the year, move the material from the oldest inactive file to storage or dispose of it according to official USPS records control schedules. (See ASM, Exhibit 351.31.)
d. Suggestion—maintain current files in middle file drawers as opposed to top or bottom drawers. This helps to avoid unnecessary straining, stooping, and bending.

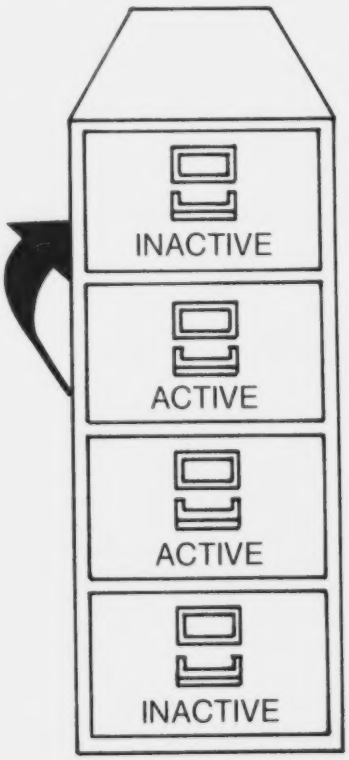
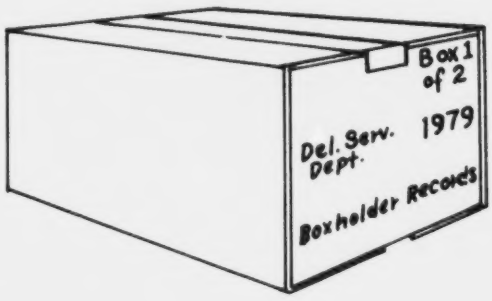


Exhibit 116.2

Step 4—Preparation for Storage

a. Move file folders in sequence from file drawers to standard record boxes (one cubic foot).
b. Identify the contents of each box with a heavy black marker as shown:



Upper right corner:
Number the box(es)—*Box 1 of 1*, etc.

One-third distance from top:
Left margin—show office.
Right margin—show year.

Below office and year:
Show official name of the record series (as listed in records control schedule) use standard abbreviations, if necessary. Do not use local or other names.

c. Complete 4 copies of the appropriate Records Transmittal and Receipt form (Form 773 for USPS storage; SF 135 for FRC storage). Enter the official record series name, schedule identification, and item number from the records control schedule. (See pages 3 and 4 of this exhibit.)

Step 5—Transfer to Storage (See ASM 351.6.)

a. To USPS Storage. Include original Form 773 in Box 1. Forward the other three copies along with the shipment. A copy annotated with shelf location will be returned.
b. To FRC Storage. Forward a copy of SF 135 to local FRC (see ASM Exhibit 351.613) for approval. When approved, FRC will issue instructions for shipment and will return this copy annotated with shelf location. Include original SF 135 in Box 1. Forward final copy along with shipment. FRCs accept only: (1) record series listed in USPS records control schedule; and (2) records having a retention period of at least 3 years remaining. Records having retention periods of less than 3 years are accepted only by special arrangement with the FRC. Note: Records transferred to local USPS or FRC storage remain under USPS control.

Step 6—Disposal (See ASM 351.7.)

a. Dispose of records according to the records control schedule, whether in-office, at a USPS storage facility, or at an FRC.
b. Keep a simple record of the number of cubic feet of records sold, destroyed, or transferred each fiscal year, and a total of the number of the cubic feet of records on hand at the end of each fiscal year. Retain this information for inclusion on Form 1859, *Annual Summary of Records Holdings,* which is requested by the USPS Records Officer from a varying sample of postal installations each year.

TRANSMITTAL FORMS

U.S. POSTAL SERVICE
RECORDS TRANSMITTAL AND RECEIPT
(Send original and one copy to the Storage Facility)

TO:	FROM: *(Group, Department/Office and Division)*

NAME OF CUSTODIAN	ROOM NO.	TELEPHONE NO.	DATE
DELEGATE CUSTODIAN *(Signature and Title)*	ROOM NO.	TELEPHONE NO.	DATE

THESE RECORDS MAY BE DESTROYED AS SCHEDULED WITHOUT OFFICE CONCURRENCE ☐ YES ☐ NO	CITE SECURITY CLASSIFICATION AND/OR RESTRICTIONS ON USE, IF ANY

BOX NUMBERS		DESCRIPTION OF RECORDS WITH INCLUSIVE DATES	DISPOSAL AUTHORITY *(Schedule and Item No.)*
RECORDS SECTION ONLY	OFFICE		

DO NOT WRITE BELOW THIS LINE

RECEIVED BY	DATE	METHOD OF DISPOSITION
		☐ WASTE PAPER ☐ BURNING ☐ HOLD ☐ FRC ☐ SHREDDING

CUBIC FEET	STORED IN ROOM NO.	DISPOSITION AUTHORIZED BY	
STACK NO.	SECTION NO. / ROW	DATE	ROOM NO.

PS Form 773
May 1976

(Use separate, plain paper for continuation sheet)

Exhibit 116.2—Form 773

RECORDS TRANSMITTAL AND RECEIPT

Complete and send original and two copies of this form to the appropriate Federal Records Center for approval prior to shipment of records. See specific instructions on reverse.

PAGE 1 OF PAGES

1. TO (Complete the address for the appropriate records center serving your area)

Federal Archives and Records Center
General Services Administration

As shown in FPMR 101-11.410-1

5. FROM (Enter the name and complete mailing address of the office retiring the records. The signed receipt copy of this form will be sent to this address)

2. AGENCY TRANSFER AUTHORIZATION	TRANSFERRING AGENCY OFFICIAL (Signature and title)	DATE
3. AGENCY CONTACT	TRANSFERRING AGENCY LIAISON OFFICIAL (Name, office and telephone No.)	
4. RECORDS CENTER RECEIPT	RECORDS RECEIVED BY (Signature and title)	DATE

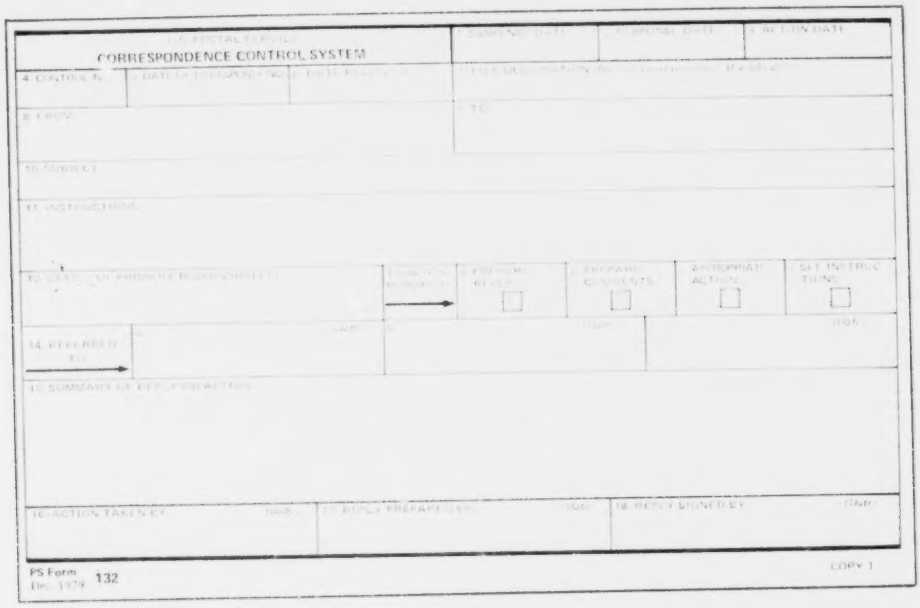
Fold line

6. RECORDS DATA

ACCESSION NUMBER			VOLUME (cu. ft.)	AGENCY BOX NUMBERS	SERIES DESCRIPTION (With inclusive dates of records)	RESTRICTION	DISPOSAL AUTHORITY (Schedule and item number)	DISPOSAL DATE	COMPLETED BY RECORDS CENTER			
RG	FY	NUMBER							LOCATION	SHELF PLAN	CONT. NO.	DISP. AUTH.
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Standard Form 135 (Rev. 6-76)
Prescribed by GSA
FPMR (41 CFR) 101-11.4

CONTROL FORMS


CORRESPONDENCE CONTROL SYSTEM

PS Form 132

Exhibit 123.2—Form 132

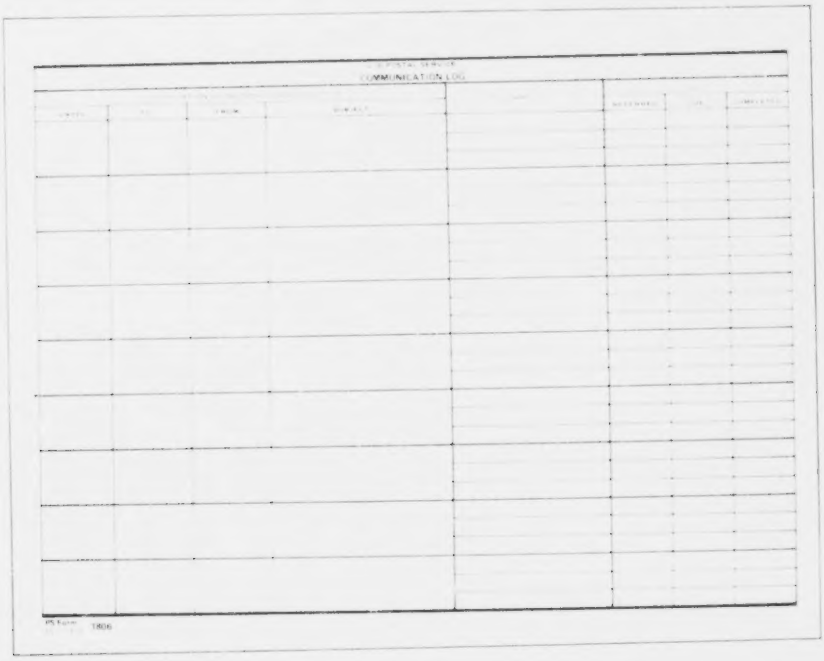

COMMUNICATION LOG

Exhibit 123.3—Form 1806

AUTHORIZED FORMAL LETTERHEADS

Headquarters/Field Offices

BOARD OF GOVERNORS
Washington, DC 20260-1000

THE POSTMASTER GENERAL
Washington, DC 20260-0010

OFFICE OF THE POSTMASTER GENERAL
Washington, DC 20260-0011

THE DEPUTY POSTMASTER GENERAL
Washington, DC 20260-0050

OFFICE OF THE DEPUTY POSTMASTER GENERAL
Washington, DC 20260-0051

SENIOR ASSISTANT POSTMASTER GENERAL
Employee and Labor Relations Group
Washington, DC 20260-4000

SENIOR ASSISTANT POSTMASTER GENERAL
Research and Management Systems Group
Washington, DC 20260-8000

SENIOR ASSISTANT POSTMASTER GENERAL
Finance Group
Washington, DC 20260-5000

SENIOR ASSISTANT POSTMASTER GENERAL
Operations Group
Washington, DC 20260-7000

SENIOR ASSISTANT POSTMASTER GENERAL
Administration Group
Washington, DC 20260-6000

ASSISTANT POSTMASTER GENERAL
Public and Employee Communications Department
Washington, DC 20260-3100

ASSISTANT POSTMASTER GENERAL
Government Relations Department
Washington, DC 20260-3500

GENERAL COUNSEL
Law Department
Washington, DC 20260-1100

JUDICIAL OFFICER
Washington, DC 20260-6100

CONSUMER ADVOCATE
Washington, DC 20260-6320

CHIEF POSTAL INSPECTOR
Washington, DC 20260-2100

INSPECTOR IN CHARGE
Special Investigations Division
Washington, DC 20260-2112

PHILATELIC SALES DIVISION
Washington, DC 20260-9998

E-COM MANAGEMENT OPERATIONS CENTER
197 So. Main Street
Wilkes-Barre, PA 18701-9500

Exhibit 131.2

RESEARCH AND DEVELOPMENT LABORATORIES
11711 Parklawn Drive
Rockville, MD 20852-8101

MANAGEMENT ACADEMY
10000 Kentsdale Drive
Potomac, MD 20858-4320

TECHNICAL TRAINING CENTER
P. O. Box 1400
Norman, OK 73070-7810

UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza, SW
Washington, DC 20260-0001

Letterhead stationery is also authorized for Headquarters Departments, the five Regional Offices, Regional Departments, Field Real Estate & Building Offices, Transportation Management Offices, Procurement Services Offices, and field Inspection Service. Following are EXAMPLES of authorized letterhead:

REGIONAL POSTMASTER GENERAL
Central Region
Chicago, IL 60699-0100

UNITED STATES POSTAL SERVICE
Central Regional Office
Chicago, IL 60699-0001

UNITED STATES POSTAL SERVICE
Central Regional Office
Mail Processing Department
Chicago, IL 60699-0400

FIELD REAL ESTATE AND BUILDING OFFICE
222 South Riverside Plaza, Rm 2750
Chicago, IL 60606-6257

TRANSPORTATION MANAGEMENT OFFICE
600 Enterprise Drive, Rm 222
Oakbrook, IL 60521-1966

PROCUREMENT SERVICES OFFICE
433 W. Van Buren Street, Rm 929
Chicago, IL 60607-9508

OFFICE OF THE REGIONAL CHIEF INSPECTOR
Chicago, IL 60607-5401

OFFICE OF THE INSPECTOR IN CHARGE
Chicago, IL 60607-2201

POSTAL INSPECTOR
(Available from area supply centers—Supply Item 016H)

General Use—All Other Offices

United States
Postal Service
(Available from area supply centers—Supply Item 012D)

PROMOTIONAL LETTERHEAD

UNITED STATES POST OFFICE
30th & Market Sts.
Philadelphia, PA 19104

This is an example of a promotional letterhead. In this case, the heading consists of orange lines and blue print.

The Records Office approves newly created letterhead prior to its initial printing. Generally, the role of the Records Office is to serve as a final quality control point and to limit new letterhead formats to those that are justified.

More specifically, proposed new promotional letterhead should:

1. when practical, be consistent with this Handbook, and with previously developed promotional letterhead (e.g., typeface and color);

2. properly use official logos. Official logos which are also trademarks should be identified with the appropriate indicia (e.g., TM for an unregistered trademark and Ⓡ for a registered trademark). The USPS emblem should not be used together with other logos in a promotional letterhead;

3. be formatted for typing efficiency (samples should specify an efficient format and appropriate blocking style); and

4. contain aesthetically pleasing graphics work.

In addition, it is important that whenever promotional letterhead is distributed, the users always be instructed as to the circumstances for which its use is authorized. This will help supress inclinations to use the typically eye-catching letterhead for purposes not intended. Once the promotional campaign is over, dispose of all unused letterheads.

MEMORANDUM LETTERHEAD
(Without Preprinted Return Address)

UNITED STATES POSTAL SERVICE

DATE

OUR REF

SUBJECT

TO

This letterhead is used by Administrative Support Facilities not listed in Section 131.322. It is available from the supply centers as Supply Item 012E. It is printed in black ink.

UNITED STATES POST OFFICE

DATE

OUR REF

SUBJECT

TO

This letterhead is used by post offices having an annual revenue of less than $1.5 million. It is available from the supply centers as Supply Item 012C. It is printed in black ink.

UNITED STATES POSTAL SERVICE
POSTAL INSPECTOR

DATE

CASE NO

SUBJECT

TO

This letterhead includes the caption CASE NO, and is used by postal inspectors only. It is available from supply centers as Supply Item 016G. It is printed in black ink.

Exhibit 131.3

PENALTY ENVELOPES

Exhibit 132.2

CHAPTER 2
PREPARATION OF CORRESPONDENCE

210 FORMAL LETTERS AND MEMORANDUMS

211 Styles

211.1 Full Block

Every line begins at the left margin including date, complimentary close, and signature block. This style is mandatory for memos and for formal letters without a preprinted return address (the letters may have the *date* flush left, centered, or flush right). When the sender's address is included, it is typed after the name and title in the signature block. (See Exhibit 211.1.)

211.2 Modified Block

The date, complimentary close, and signature block begin at the center of the page. All other lines are flush left. This style is used on formal letterheads with preprinted return address. (See Exhibit 211.2.)

212 Stationery

212.1 Original

a. First page—Formal or memorandum letterhead.
b. Succeeding Pages—Plain bond.

212.2 Carbon Copies

a. Courtesy—letterhead tissue or white tissue. Use letterhead tissue for formal letters; if not available, stamp or type letterhead information on plain white tissue. If a memorandum requires a courtesy copy, use plain white tissue.
b. Official File—yellow tissue.
c. Reading File—non-yellow tissue.
d. Other—non-yellow tissue.

213 Page Margins

213.1 Letters

.11 Left/Right Margins. Visualize the letter positioned in the center of the letterhead and set margins based on the number of words in the body of the letter. The following guidelines generally apply:

a. Short letter (under 100 words)—2 inches.
b. Average letter (100 to 200 words)—1½ inches.
c. Long letter (over 200 words)—1 inch.

.12 Top/Bottom Margins. Allow 1 inch (6 lines) from top and bottom after the first page. Also, allow 1 inch from the bottom on the first page of a multipage letter.

213.2 Memorandums

.21 Left/Right Margins. For left margin, set tab 4 spaces to the right of the *Date* line. This aligns the margin with the first dot to the right of the *To* line for the inside address. For right margin, allow 1 inch.

.22 Top/Bottom Margins. Allow 1 inch (6 lines) from top and bottom after the first page. Also, allow 1 inch from the bottom on the first page of a multipage memorandum.

214 Identification Block

214.1 Date

.11 If the correspondence is to be signed on the day it is typed, type the name of the month in full and the day and year in numerals. Do not use endings such as *st* and *th* with the numbers for the day.

.12 Omit the date on correspondence that will be signed in another office or that may not be signed on the day it is typed. The office in which the correspondence is signed or dispatched adds the date.

214.2 Reference Line

Enter the OCC, author first initial and last name, typist initials, and the plus-four addon.

Example: F100:L Hinton:re:5010. Place on correspondence as follows:

a. Letters. Type on file copies only, flush with left margin, 2 lines below the last typed line. (see 218.52)

b. Memos. Type on the original letterhead, flush with left margin, opposite the *Our Ref:* line. (See Exhibit 211.1, p(1).)
c. Additional information. Type in parentheses. *Example:* F100:RCarter:re:(Case #25-832):-5015

214.3 Subject Line

.31 Letters. There is no subject line. The subject is included in the text of the letter, usually in the opening paragraph.

.32 Memorandums. Type a brief statement opposite the *Subj* line. If more than one line is needed, align with the first line. Capitalize the first letter of each word except for articles, prepositions, and conjunctions. (See Exhibit 211.1, p(1).)

215 Inside Address (To)

215.1 General

.11 The complete address includes ZIP + 4. Single space and type in full block style. Do not substitute an OCC for an address.

.12 Begin name and address flush with left margin on formal letters; but 4 spaces after *To* line on memos (213.2). If the title or office of the addressee requires mor than one line, indent 2 spaces and continue on the next line.

.13 When using an attention line, enter it between the addressee line and the delivery address line. (See Exhibit 211.1, p(1).)

.14 Include room suite, apartment, or other identifier immediately after the street address. (If this is too long, it may be put on the line *above*, but never below or to the left of the street address.)

.15. Spell out the city except for standard abbreviations—St. Paul, Mt. Vernon, etc.

.16 Spell out the state on formal letters; use USPS 2-letter abbreviations on memos.

.17 Leave 1 space between city and state; 2 spaces between state and ZIP Code. This is the last line of the address; do not type any information to the right or below. (See Publication 65 for ZIP Codes.)

215.2 Letters

Limit address to 5 lines when possible. Basic format is:

Line 1—Addressee name
Line 2—Title/Department/Division
Line 3—Company name
Line 4—Street number and name, suite, room, etc. (or post office box/rural route)
Line 5—City, state, and ZIP + 4

Example: Mr. Andrew J. Fortran
Editor, News Division
Town Chronicle, Inc.
123 Follette Street, Suite 725
Otego, NY 13825-3000

215.3 Memorandums

.31 When the same memorandum is for several postal addresses and will be delivered by USPS messenger or included in a consolidated mailing, multiaddresses may be used. *Examples:*

TO: Mr. John Duffy
Director, Postal Data Center
St. Louis, MO 00000-9000

Mr. Tom Blake
Director, Postal Data Center
New York, NY 10092-9000

OR

TO: Directors
Postal Data Centers

.32 When multiaddresses are used, mark individual copies by one of the following:

a. Attach a routing slip to each copy.
b. Check off the name of addressee on each copy.
c. Type or write the name in the upper right corner of each copy.

216 Body

216.1 Salutation

Use in formal letters only. Type flush with left margin 2 lines below the inside address. Use courtesy title and surname followed by a colon. *Example:* Dear Mr./Ms. Sullivan:

216.2 Text

.21 Spacing. Drop down 2 lines from salutation in a letter. Drop down 6 or more lines after the *To* line on a memo, depending on length of correspondence. Begin all paragraphs flush with left margin. Single space text; double space between paragraphs. In correspondence of less than 10 lines, double space text; triple space between paragraphs.

.22 Subparagraphs. Indent 4 spaces and begin typing at the 5th space. Subparagraphs may be numbered or lettered for clarity. (See Exhibit 215.22.)

.23 Succeeding Pages. Drop down 1 inch (6 lines) from top of page. Type address name flush with the left margin and page number at right margin. Continue with text 4 lines below addressee name. Example:

(6 lines)

Mr. John Jones

(4 lines)

Continue typing correspondence here.

216.3 Complimentary Close

Use in formal letters only. Type 2 lines below the last line of text; start at the center for modified block style, flush left for full block style.

217 Signature Block

Drop down 4 or 5 lines from the complimentary close. Type the signer's name on that line and the title on the next line. Do not type title when it is included in the preprinted letterhead.

218 Additional Information

218.1 Enclosure/Attachment

Type *Enclosure* (or *Attachment*) 2 lines below the signature block. When the material accompanying the correspondence is not identified in the text, itemize them on separate lines. *Example:*

Enclosures:
Form Samples
Letter Samples

218.2 Separate Cover

For material sent independently of the correspondence, type *Separate Cover* 2 lines below the signature (or enclosure) against left margin. List the items, whether or not identified in the text, and include a copy of the correspondence with the material sent under separate cover. *Example:*

Separate Cover:
Forms Catalog
Equipment Catalog

218.3 Carbon Notations

.31 Original Letter. This notation is for the information of the addressee. Keep all carbons in the typewriter and type *cc:* flush with the left margin on the original letterhead, 2 lines below the signature block (or enclosure). *Example:* cc: Mr. J. Jones.

.32 Blind Carbons. This notation is for the information of *other* than the addressee. Remove the original letter and any copies on which the notation is not to appear. Type *bcc:* flush with the left margin 2 lines below the last typed line on the remaining copies. *Example:* bcc: Mr. P. Garth

218.4 For the Record

This notation is for additional information on file copies. Type the statement flush left 2 lines below carbon notations. *Example:*

For the Record: Statistical information supplied by M1134:JDoe

218.5 Official File Copy (yellow)

.51 Concurrences. When required, type concurrence line(s) on the official file copy (yellow). Type vertically on the first page of the official file copy in the upper right-hand marginal area. Type the OCC (alpha code only) of each clearance point and allow sufficient space of the concurrence initials and date.

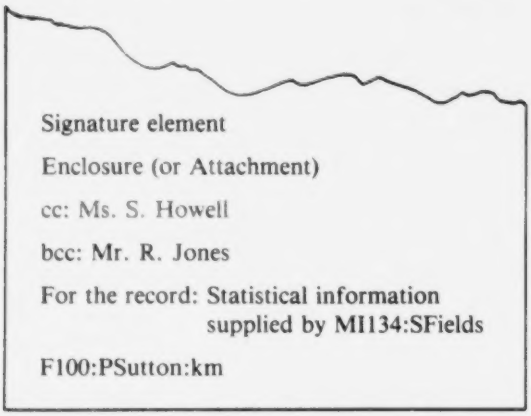
Example: First page of official file copy (yellow)

Concurrence:
ER _____
LR _____
F _____

.52 Notations. The author's reference, all carbon copy notations, supporting information, and con-

currences *must always appear* on the official file copy.

Example: Last page of official file copy (yellow)



Note: Example applies to letters and memorandums, *except* the reference line, which is typed on memorandum letterhead and appears on all copies.

219 Assembling Correspondence for Signature

219.1 Correspondence Folder

.11 Right Side. Compile in descending order:

a. Original letter of memo.
b. Courtesy copy (as required)
c. Original enclosures, in same sequence mentioned or itemized in correspondence.
d. Addressed envelopes or labels.

.12 Left Side. Compile in descending order:

a. Official file copy (yellow).
b. Enclosure copies.
c. Incoming correspondence.
d. Other supportin documentation in chronological order. (Include explanatory notes as neceesary.)
e. Outgoing carbons with enclosures and envelopes.
f. Supporting carbons with enclosures (as required).

219.2 Routing Slip. Transmit correspondence for signature with a routing slip attached to the cover of the folder indicating clearance points.

219.3 Briefing Sheet. Some offices require a 1-page memo summarizing the folder contents. Place the briefing sheet under the routing slip on the cover or within the folder, as preferred by originating office.

220 INFORMAL COMMUNICATIONS (See Exhibit 220)

Informal communications consist of:

a. Routing Slip (Item 0-13)
b. Memorandum of Call (SF-63)
c. 2-Way Memo (Optional Form 27)

230 Envelopes and Mailing

231 General

Prepare either an envelope or a mailing label to send correspondence to the addressee. The only exception is internal mail that will be delivered by messenger service or consolidated in the mailroom for intra-Postal Service forwarding. If such mail contains sufficient address information after the *To:* caption, it can be sent without further addressing. If it does not, put the necessary address on a routing slip and attach it to the correspondence (see Exhibit 220).

232 Typing and Mailing Instructions

232.1 ZIP + 4 Codes

General use envelopes will continue to be printed with a 5-digit ZIP Code. The add-on four digits will be typed on the envelope immediately following the 5-digit ZIP Code.

232.2 Organization Correspondence Codes

Organizations assigned OCCs may, at their option, enter their OCC above the preprinted return address in the upper left-hand corner of the envelope.

232.3 Special Mailing Instructions

Type, or, preferably, stamp with red ink, any special mailing instruction, such as *SPECIAL DELIVERY*, about 2 lines below the indicia (see Exhibit 132.2). This placement applies to all special mailing instructions. If more than one instruction is used, stamp or type each on a separate line, one below the other. If special service is required for return mail when reply envelopes or labels are supplied, such envelopes or labels must be preprinted with the type of service desired.

232.4 Preparation of Registered Mail

Registered mail must be securely sealed. Paper or cellulose strips, or wax or paper seals must not be

placed over the intersections of the flaps of letter-size envelopes where the postmark impressions are made (see DMM 911.32 for details).

240 Telecommunications and Facsimile Service

241 Telegraphic Messages

241.1 Uses and Types

.11 Telegraphic messages are used only when speed is important and a written record is required. Always allow for time zone differences when sending telegraphic messages. See 241.13.

.12 Messages may be prepared in the following forms:

a. Single. Message is for one addressee only.
b. Multiple-address. Message is for two or more addresses; message should show all recipients, who can be designated as action addressees or information addressees.
c. Intra-Postal Messages: Categories include (in addition to a and b above):
(1) Type A. Addressed to all employees for posting on bulletin boards.
(2) Type B. Addressed to postmaster level and above.

.13 Time Zone Map See Exhibit 241.13 (telephone area codes are also shown).

241.2 Methods of Transmission

.21 Time Wire Service (TWX) and Telex

.211 USPS TWX. This network serves as a rapid communications tool for postal management. It links Headquarters with regions, districts, and all management sectional centers. It is also interconnected with various other postal facilities throughout the country, such as automatic data processing centers, postal data centers, airport mail facilities, bulk mail centers, and Inspection Service offices. This network should be used only when routine transmittal will not accomplish the needed action. The messages must be disseminated to addressees within the day of transmission.

.212 Commercial TWX. This network links message service to appoximately 55,000 subscribers.

.213 Telex/International Telex. This network links message service to approximately 50,000 subscribers.

Note: The telecommunications unit will determine the best methods.

.22 Mailgram Service

.221 Definition. A combination of electronic and hard copy message, this service is provided jointly by the Postal Service and the Western Union Telegraph Company. The message is placed with Western Union for transmission to a receiving postal facility where it is processed for delivery with the next business day's mail.

.222 Use. Use Mailgram service only when regular mail service and in-house TWX will not suffice. Do not use Mailgram service for emergency messages or to send messages to individuals at hotels or at other transient addresses.

.23 Public Message Service (PMS)—Telegrams. A service of the Western Union Telegraph Company, telegrams should be used only when the subject matter cannot be handled more economically in sufficient time. (For example, Mailgram service is a more economical method of transmitting communications than a telegram.) Telegrams can be sent: (1) Full Rate (FR)—transmitted and delivered as quickly as possible, usually within two hours; or (b) Overnight (NL-Night Letter)—delivered on the next business day at reduced cost. Refer to 241.13, Time Zone Map, when selecting a rate.

.24 Cables. Cables are for international message service an are used only when the message is going to an addressee without an assigned International Telex number. The telecommunications unit makes that determination.

241.3 Cost Considerations

In using the TWX network, employees should keep in mind that the cost of a multiple-addressed message increases in proportion to the number of addresses.

241.4 Message Forms

.41 Form 320

.411 Use. Form 320, *Telecommunications Message,* is used for transmitting messages at offices that do not have OCR equipment. Type in capital letters, and complete the designated blocks, as required. Completion instructions are on the back of the form. (See Exhibit 241.41.)

.412 Copies. Prepare Form 320 in triplicate—i.e., an original and one copy of the form are for the telecommunications unit; the third copy is on yellow tissue and is for the official file. Prepare only one official file copy for a message sent to more than one addressee.

.42 Form 321 (OCR)

Form 321, *Request for Telecommunications Message,* will be used at those installations having OCR equipment. (See Exhibit 241.42 for instructions.)

.43 Form 322 (E-COM)

Form 322, *Request for E-COM Message,* will be used by installations involved in E-COM traffic. (See Exhibit 241.43 for instructions.)

.44 Logs. Forms 1635-A, *Incoming Teletype Message Log,* and 1635-B, *Outgoing Teletype Message Log,* are maintained for one year for each teletype machine in all facilities on the TWX network.

241.5 Message Style

a. Articles. Omit the articles *a, an,* and *the* unless they are needed for clarity or part of a quoted passage.

b. Niceties. Avoid unnecessary words such as please and *Mr.*

c. Numbers. Type numbers as Arabic numerals. When writing fractions, use numerals and the diagonal mark, not the typewriter fraction. Write compound numbers with a hyphen. Example: 2 1/2 PAGES; 1970-79.

d. Dates. In writing dates, use hyphens to separate the month, day, and year. Example: 7-11-79.

e. Underscoring. Do not underscore; underscoring is not transmitted.

f. Punctuation. Use normal punctuation marks. *Exception:* For international cables, omit the punctuation marks and leave two spaces instead.

g. Abbreviations. Use well-known abbreviations such as GSA, DOD, USPS to eliminate excess words. Do not, however, abbreviate other words as this may lead to confusion. For example, the abbreviation REQD. could mean requested, required, or requisitioned to the addressee.

Note: When the message requires a reply, and time permits its return by mail, include the phrase—REPLY BY MAIL in the body of the message.

242 Facsimile Service

242.1 When an exact copy of an original document is required for the addressee, facsimile service, where available, provides fast transmission—approximately 6 minutes per page.

242.2 Memorandums, diagrams, handwritten notes, and other material not containing an address or signature must have an address and authorizing signature attached for the guidance of the facsimile operator.

242.3 Original copies should be used for facsimile transmission when possible as poor quality carbon copies will not transmit clearly. Maximum copy size usually is $8\frac{1}{2} \times 11$ inches, although some telecommunications units may have facilities for larger copies. Printing smaller than newsprint should be avoided. Colors will be reproduced at the delivery point as black or shades of grey. If the color is important to the addressee, a notation must be added to the original copy identifying the colors.

FULL BLOCK MEMORANDUM

UNITED STATES POSTAL SERVICE

Washington, DC 20260

DATE: November 17, 1983

OUR REF: F100:RCarter:rc:-5010

SUBJECT: Preparing Correspondence on Memorandum Letterhead

TO:

Name
Title
Street Address
City, State ZIP+4 Code

OR

USPS Records Office
ATTENTION: L. Hinton
475 L'Enfant Plaza, SW
Washington, DC 20260-5010

This memorandum is typed in full block style. It provides an efficient arrangement for typing. Set left margin (one time) four spaces to the right of the Date caption. Type complete memorandum in full block style. This prevents having to move the typewriter carriage left or right to type the date or signature element as used in modified block style.

If a window envelope is used, begin text one line below the preprinted marginal (fold) line (about 13 lines below Subject caption) so that text does not appear in the window.

The placement of the ATTENTION line is shown above in the alternate address.

a. Offices using letterhead with preprinted return address. Do not type address information as part of the signature block if it appears in the letterhead.

b. Offices using letterhead without preprinted return address. If necessary, type address information as part of the signature block only--not in the area of the letterhead.

Name
Title
Office

FULL BLOCK LETTER

United States
Postal Service

Date

Name
Title
Street Address
City, State ZIP+4 Code

Dear _____

Formal letterhead without preprinted return address, for general use by all offices not listed in Exhibit 131.2, is available from the area supply centers as Supply Item 012D.

Full block style is required, except for the date, which may be flush left, centered, or flush right. The sender's address is typed under the title in the signature block.

Sincerely yours,

Name
Title
Address

MODIFIED BLOCK LETTER

SENIOR ASSISTANT POSTMASTER GENERAL
Administration Group
Washington, DC 20260-6000

November 17, 1983

Mr. Blair P. Smith
Executive Director
XYZ Company
White Plains, MD 20695-2345

Dear Mr Smith:

This letter is typed in Modified Block Style. The basic difference between this style and Full Block Style is that the date, complimentary close, and signature block are indented to the center of the paper and blocked in that position.

This style (or Full Block Style) may be used as a matter of preference for Postal Service correspondence prepared on authorized formal letterhead (See Exhibit 131.2).

Sincerely,

Diane M. Ryan
Correspondence Coordinator
Administration Group

PARAGRAPH ARRANGEMENT

1. The numbering and lettering of paragraphs is acceptable and can be helpful as a reference aid.

a. Main paragraphs are typed in block style. Subparagraphs are indented as shown in this example. They are single spaced with double spaces between them.

(1) When a paragraph is subdivided, it must have at lease two subdivisions.

(a) When paragraphs are subdivided, numbered, and lettered, they fall in the following sequence: 1, a, (1), (a), 1, a, (1), (a),

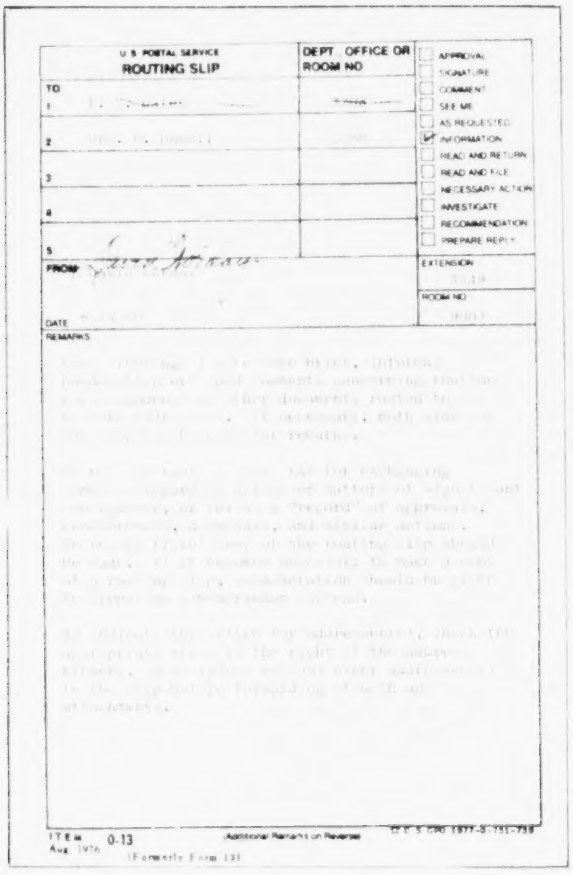
(b) When a paragraph is cited, the reference numbers and letters are written without spaces; for example, "paragraph 3a(2)(c)."

(2) A paragraph is begun near the end of a page only if there is space for two or more lines on that page. A paragraph is continued on the following page only if two or more lines can be carried over to that page.

b. Titles or captions are used in lengthy communications to increase ease of reading and reference.

2. The arrangement shown here may be varied to meet special requirements such as those for legal documents.

INFORMAL COMMUNICATIONS



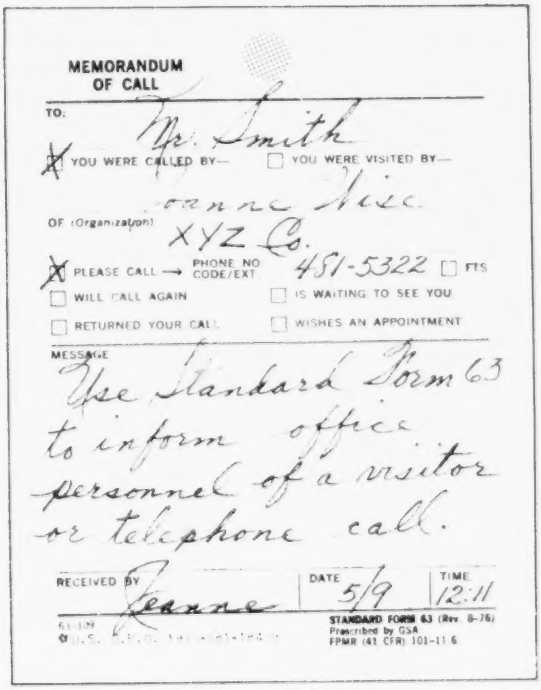
U.S. POSTAL SERVICE
ROUTING SLIP

TO	DEPT. OFFICE OR ROOM NO.	
1		APPROVAL
2		SIGNATURE
3		COMMENT
4		SEE ME
5		AS REQUESTED
		INFORMATION
		READ AND RETURN
		READ AND FILE
		NECESSARY ACTION
		INVESTIGATE
		RECOMMENDATION
		PREPARE REPLY

FROM
EXTENSION
ROOM NO.
DATE
REMARKS

ITEM 0-13 (Formerly Form 13)
Aug. 1976
(Additional Remarks on Reverse)

Item 0-13



MEMORANDUM OF CALL

TO: Mr. Smith

☒ YOU WERE CALLED BY— ☐ YOU WERE VISITED BY—

OF (Organization) XYZ Co.

☒ PLEASE CALL → PHONE NO. CODE/EXT. 451-5322 ☐ FTS

☐ WILL CALL AGAIN ☐ IS WAITING TO SEE YOU

☐ RETURNED YOUR CALL ☐ WISHES AN APPOINTMENT

MESSAGE
Use Standard Form 63 to inform office personnel of a visitor or telephone call.

RECEIVED BY Jeanne DATE 5/9 TIME 12:11

STANDARD FORM 63 (Rev. 8-76)
Prescribed by GSA
FPMR (41 CFR) 101-11.6

SF-63

OPTIONAL FORM 27

UNITED STATES GOVERNMENT

2-Way Memo

Subject: Preparation of Optional Form 27

DATE OF MESSAGE: May 1, 1980

DATE OF REPLY:

INSTRUCTIONS

Use routing symbols whenever possible.
SENDER:
Send original and one copy.
Conserve space.
RECEIVER:
Reply below the message, keep one copy, return one copy.

To: Postmaster
Everytown, US 00000

5027-101

FOLD — USE BRIEF, INFORMAL LANGUAGE — FOLD

This memo, a three-part form, is recommended for and restricted to use:

a. By post offices in the conduct of day-to-day business of a routine nature.

b. For intra-Postal Service correspondence which does not involve policy matters.

This form may be typed or handwritten, and is designed for use with a window envelope.

From:

1. TO BE RETAINED BY ADDRESSEE

OPTIONAL FORM 27
OCTOBER 1962
GSA. GEN. REG. NO. 27

TIME ZONE MAP

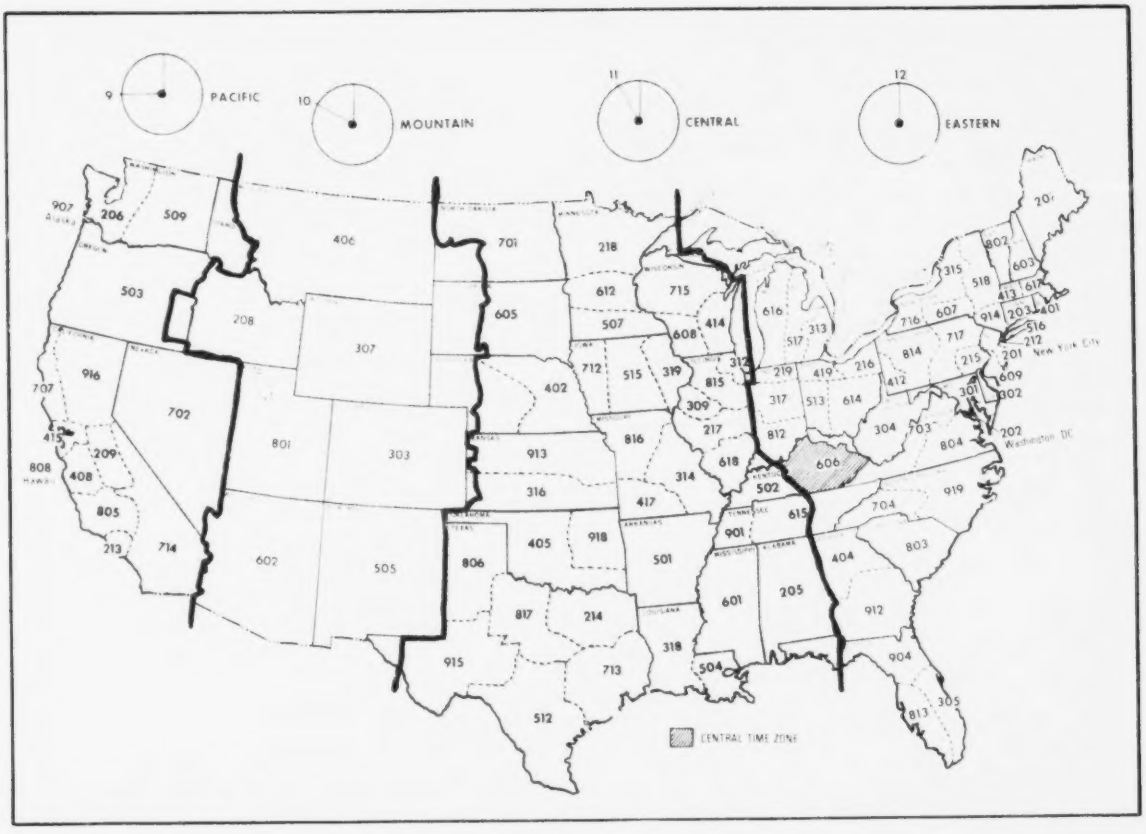


Exhibit 241.13

FORM 320

U.S. POSTAL SERVICE TELECOMMUNICATIONS MESSAGE	PRIORITY	MESSAGE NO.

SENDER'S NAME, TITLE, OFFICE AND PHONE NO.

JOHN PUGH
PRINTING SPECIALIST
PROCUREMENT & SUPPLY BRANCH
X 7037

SIGNATURE OF APPROVING AUTHORITY

DEBRA RYAN, DIRECTOR, CONTRACT OFFICE

FOR COMMUNICATIONS CENTER USE ONLY

SYSTEM: ☐ TWX ☐ MAILGRAM ☐ TELEGRAM ☐ TELEX ☐ INTL. TELEX ☐ CABLE

TYPE MESSAGE: ☐ SINGLE ☐ MULTI-ADDRESS

SECURITY CLASSIFICATION

ACCOUNTING CLASSIFICATION	NUMBER OF LINES	DATE PREPARED
FINANCE NO. 100000	TEN (10)	12-29-83

Submit an original and one typed copy; double-space material. Type in capital letters. Be brief. Use additional forms if necessary.

TO: MIDWESTERN MANAGEMENT CENTER
ATTENTION MARY ZEAL
KANSAS CITY, MO 64108

CALIFORNIA MANAGEMENT CENTER
LOS ANGELES, CA 90052

TELEGRAPHIC MESSAGES ARE USED FOR CORRESPONDENCE WHEN SPEED IS IMPORTANT AND A WRITTEN RECORD IS REQUIRED. SINCE TELEGRAPHIC MESSAGES ARE MORE EXPENSIVE THAN LETTERS, THEY SHOULD BE USED ONLY WHEN NECESSARY.

DEBRA RYAN

DATE AND TIME RECEIVED	DATE AND TIME SENT	OPERATOR'S NAME	PAGE 1 OF 1 PAGES

PS FORM 320
Apr 1975

Exhibit 241.41

FORM 321

U.S. POSTAL SERVICE

REQUEST FOR TELECOMMUNICATIONS MESSAGE

Page ____ of ____

Sender's Name	Telephone No.	Accounting Classification	Security Class
Department Name	Room No.	Date Prepared	Type of Message
Signature of Approving Official	For Communications Unit Use		☐ Single ☐ Book

Type Message in Unshaded Area Below. Use Double Spacing and All Capital Letters. Use Additional Forms, if Necessary.

FOR NATIONAL HEADQUARTERS USE ONLY

MESSAGE PREPARATION - REQUEST FOR TELECOMMUNICATIONS MESSAGE

A. PS Form 321 - Telecommunications Message must be used for the original and one (1) copy of each page of a message. An original and one (1) copy of each message will be required by the Communications Center.

B. Fill in all applicable top spaces on the first page.

C. Place the originating office's B/A and finance number in the Block entitled ACCOUNTING CLASSIFICATION. No message will be accepted for transmission unless these codes are indicated.

D. Place the type of message in the block entitled "TYPE OF MESSAGE".

The various types of messages are defined as follows:

1. SINGLE - Message addressed to only one individual

2. BOOK - Any number of addressees all unknown to each other. This type of message in PREDOMINENT use at headquarters.

E. Use Double spacing and ALL CAPITAL LETTERS. Do not type beyond perforated line on form.

F. All messages must be signed by a Manager or above.

G. Ten pitch must be used when preparing Form 321. For multiple pages of text each page requires four slashes (////).

At the end of message slash, slash, C. (//C).

DO NOT UNDERLINE.

If further information is required on message preparation, contact the HQ Communications Center. Telephone number 245-5671

PS Form **321**, Jan 1983

Exhibit 241.42

FORM 322

U.S. POSTAL SERVICE

REQUEST FOR E-COM MESSAGE

Page _____ of _____

Sender's Name	Telephone No.	Accounting Classification	
Department Name	Room No.	Date Prepared	Type of Message
Signature of Approving Official	For Communications Unit Use		☐SAM ☐COT

Type Message in Unshaded Area Below.

FOR NATIONAL HEADQUARTERS USE ONLY

MESSAGE PREPARATION - REQUEST FOR E-COM MESSAGE

A. PS Form 322 - E-COM message must be used for the original and one (1) copy of each page of a message. An original and (1) copy of each message will be required by the Communications Center.

B. Fill in all applicable top spaces on the first page.

C. Place the originating offices B/A and finance number in the block entitled ACCOUNTING CLASSIFICATION. No message will be accepted for transmission unless these codes are indicated.

D. Place the name of message in the block entitled "TYPE OF MESSAGE":

1. SAM (Single Address Message) - 1 or 2 addressees
2. COT (Common Text Message) - 3 or more addressees

E. All messages must be signed by a Manager or above.

F. Upper and Lower case may be used for E-COM messages only.

G. Ten pitch must be used when preparing Form 322. Do not type beyond perforated line on form. For multiple pages of text each page requires four slashes (////). At the end of message slash, slash C (//C).

If further information is required on address list contact the Communications Center. Telephone number 245-5671.

PS Form 322, July 1983

Exhibit 241.43

CHAPTER 3
PROTECTING CORRESPONDENCE

310 CORRESPONDENCE REQUIRING PROTECTION

311 Restricted Information

Some correspondence may contain *restricted information.* Under Postal Service Freedom of Information Act regulations, this is information that has limitations placed on its internal or external disclosure. It includes:

a. Information that can be disclosed only in accordance with an Executive order, public law, or other federal statute and their supporting postal regulations.
b. Information that may be withheld from disclosure solely in accordance with postal regulations, consistent with the Freedom of Information Act.
c. Examples of restricted information appear in ASM 352.4.

312 National Security Information

Under Executive Order 12356, information on the national defense and foreign relations of the United States requires protection against unauthorized disclosure. There are three authorized designations of classification: *Top Secret, Secret,* and *Confidential.* The term *classified* is used to refer to any or all of the three classifications.

320 PROTECTION NEEDS

321 Restricted Information

Correspondence that contains restricted information requires protection at all times from unauthorized external disclosure or internal access, including use of access restrictions, lockable cabinets, lockable rooms, etc.

322 National Security Information

Handbook A-4, National Security Information, provides procedures on handling and protecting classified information. Contact the USPS Records Office for further guidance.

323 Other Information

Appropriate safeguards from fire, theft, etc. must be provided for all records that contain information needed to conduct USPS business.

330 USE OF CAVEATS

A caveat is a phrase typed or stamped on a record (correspondence) that shows it must be protected or handled in a special way. *Use of caveats such as "limited official use" and "for official use only" or other such terms is not permitted. Also, use of the term "confidential" is not permitted unless the subject matter involves National Security Information (see 322).* Any organization creating particularly sensitive correspondence that it believes requires use of some type of caveat is to contact the USPS Records Office for guidance.

CHAPTER 4
STYLE PRACTICES

410 OVERVIEW

411 General Principles

There are many rules governing style practices but there are also many exceptions. It is impossible to give rules that will cover every conceivable problem but, by considering the purpose to be served and the underlying principles, it is possible to attain a considerable degree of uniformity. The correct use of any word or term not included can be determined by relating it to the principles that are given.

412 Postal Service Use

When in doubt about general style practices, consult the *Government Printing Office Style Manual* and its supplement on word division. (See Appendix A.)

420 Style and Writing Guidelines—Appendix A

421 Capitalization

The main rules governing use of capitals are:

a. Proper nouns, titles, and first words are capitalized.
b. Common nouns are not capitalized unless they have gained the status of proper nouns.
c. Consistency—A practice once adopted should be continued. For example, after capitalizing a particular word for emphasis, that word should be capitalized throughout the piece of writing. (See Appendix A—p. 1-5 for more detail.)

422 Spelling

Refer to the *National ZIP Code and Post Office Directory* (Publication 65) for the spelling of post offices and city listings in the United States and its possessions. (See Appendix A—p. 6, 7 for more detail.)

423 Compound Words

The main rules for compounding are:

a. Omit the hyphen when words appear in regular order and the omission causes no confusion in sound or meaning, i.e., book value, census taker, patent right.
b. Compound two or more words to express an idea that would not be as clearly expressed in separate words, i.e., bookkeeping, newsprint, right-of-way. (See Appendix A—p. 8, 9 for more detail.)

424 Punctuation

Punctuation marks are to the reader what road signs are to the driver. They make it easier to read and understand what someone has written. Good sentences usually need few punctuation marks. (See Appendix A—p. 10-16 for more detail.)

425 Abbreviations

425.1 Use abbreviations to save space.

425.2 For reading ease, use only well-known abbreviations. If it is desirable to use an abbreviation that may not be familiar to the reader, first spell out the word or phrase followed by its abbreviation in parentheses. The abbreviation may then be used without further explanation. (See Appendix A—p. 17, 18 for more detail.)

426 Numerals

The following suggestions offer guidance in choosing the best method of expressing a number:

a. Spell out numbers at the beginning of a sentence.
b. Spell out numbers under 10, except when expressing time, money, and measurements.

   Note: In technical or procedural instructions (such as this handbook) this rule does not necessarily apply, i.e., numbers can be expressed in numerals for emphasis and easy reference.
c. Arabic numerals are generally preferable to Roman numerals.
d. Except in legal documents, avoid repeating in numerals a number that has been spelled out. (See Appendix A—p. 19-21 for more detail.)

427 Word Division

Avoid excessive word division. Never divide one-syllable words. When words must be divided, separate them between syllables. When in doubt, consult the U.S. Government Printing Office Style Manual supplement on word division or a dictionary. (See Appendix A—p. 21 for more detail.)

APPENDIX A

STYLE AND WRITING GUIDELINES

I. CAPITALIZATION
II. SPELLING
III. COMPOUND WORDS
IV. PUNCTUATION
V. ABBREVIATIONS
VI. NUMERALS
VII. WORD DIVISION
VIII. PLAIN WRITING

STYLE AND WRITING GUIDELINES

I. CAPITALIZATION

A. First Words

Capitalize the first word of a sentence, of a direct quotation, of a line of poetry, or of a formally introduced series of items following a comma or a colon.

He asked, "And where are you going?"

Lives of great men all remind us
We can make our lives sublime.

The vote was as follows: In the affirmative, 23; in the negative, 11; not voting, three.

Do not capitalize a fragmentary quotation or a supplementary remark following a colon.

He objected "to the phraseology, not to the ideas." Revolutions are not made: they come.

B. Proper Nouns

1. Names of persons, places, and things. (See also paragraphs 3-7, following.)

Capitalize names of persons, places, and things and their derivatives which retain proper noun meanings.

John Macadam, Macadam family
Paris, Parisian
Italy, Italian
Rome, Roman
Capitol in Washington, D.C.

Do not capitalize names which have become common or their derivatives which have general meanings.

macadamized
plaster of paris
italics, italicize
roman (type style)
a state capitol

2. Common nouns used as proper nouns.

Capitalize common nouns used as parts of proper names and of titles.

Massachusetts Avenue
Cape of Good Hope
Union Station
Budget and Accounting Procedures Act
Appendix C
Exhibit D7
The Versailles Treaty

Do not capitalize when used as a substitute for a name or to denote time, sequence, or reference.

the longest avenue
the express to Boston
the southernmost cape
the railway station in Washington
act of 1951
a part of this appendix
a reprint of the exhibit
the treaty of 1919

Capitalize common nouns when they are used alone as well-known short forms of proper names.

British Commonwealth: the Commonwealth
Cherokee Nation: the Nation
Union of South Africa: the Union
United States: the States

Do not capitalize when used in a general sense.

a commonwealth of nations
a nation of warlike people
a union between families
state's evidence

Capitalize plural forms of common nouns when they are used as part of proper names.

Seventh and I Streets
Lakes Erie and Ontario
State and Treasury Departments

Do not capitalize when they are used in a general sense.

two old streets
these inland lakes
executive departments

3. Names of organized bodies.

a. Federal Government units.

Capitalize titles of the Federal Government, its units, and their shortened forms. Capitalize other subtitles only to show distinction.

The U.S. Government: the Federal Government, the National Government, the Government
U.S. Congress: 93d Congress
the Senate, the House
Committee of the Whole: the Committee
Department of Agriculture: the Department
Division of Publications: the Division
Bureau of the Census: the Census Bureau, the Bureau
Geological Survey: the Survey
Interstate Commerce Commission: the Commission
American Embassy: the Embassy
Department of Defense: Military Establishment, Armed Forces
U.S. Army: the Army, Regular Army, the Infantry, 81st Regiment, Army Band
U.S. Navy: the Navy, Navy (Naval) Establishment, Marine Corps

Do not capitalize units of government when they are used in a general sense or when referring to other than a Federal Government unit.

democratic government, a federal union, two national governments, city government
a congress of citizens
a senate or house unit in Iowa
committees of the Senate, a PTA committee
any department of the government
a division of the organization
formation of a bureau, the census bureau in Laurel
a survey of minerals
a commission on trade rights, interstate commissions
a foreign embassy: *also* the consulate, the consulate general
a defense establishment, armed forces exploring the area, *also* armed services
an army, Grant's army, infantrymen, the regiment, the March King's band
naval shipyard, naval station
corps of fighting men

b. International organizations.

Capitalize names of international organizations.

United Nations: the Council, the Assembly, the Secretariat
World Health Organization

Do not capitalize when used in a general sense.

united nations in the Middle East, a council of citizens, a town assembly, a secretariat for the director
funds for a health organization

c. Names of other organized bodies. (For names of Federal Government units and international organizations, see preceding paragraphs a and b.)

Capitalize names of other organized bodies when used as titles.

Virginia Assembly, West Virginia House of Delegates
California State Highway Commission: Highway Commission of California
Dutchland Railroad Company: the Dutchland Railroad

Do not capitalize when used in a general sense.

the assembly, the State senate, the house of delegates
the highway commission, the commission for highway construction
the railroad company, the railroad in Pennsylvania

4. Names of members of organized bodies.

Capitalize names of members of organized bodies to distinguish them from the same words merely in a descriptive sense.

a Representative (Member of Congress)
a Republican (member of a political party)
a Catholic (member of the Catholic Church)

Do not capitalize when used in a general sense.

a representative of a group
a republican form of government
catholic (universal) interests

5. Official designations of countries, domains, and their divisions.

Capitalize names of countries and their divisions when used as proper names, as parts of proper names, or as proper adjectives.

United States: the Republic, the Nation, the Union
New York State: the Empire State
Dominion of Canada: the Dominion
Province of Quebec: the Province
U.S.S.R. (Union of Soviet Socialist Republics): Cominform (Communist Information Bureau), Communist International

Do not capitalize when used in a general sense.

a republic, two nations, national income, union of States (U.S.)
church and state
a dominion of the Western Hemisphere
farming provinces of Canada
a socialist form of government, experiment in communism

6. Names of regions, localities, and geographic features.

Capitalize names of regions, localities, and geographic features when used as proper names.

the North Atlantic States
the West, the Midwest
Equatorial Africa
the Middle East (Asia)
the Promised Land
the Continent

Do not capitalize terms used to denote mere direction or position.

north, south, east, west, northerly, northern, northward
road to the west, a midwest direction
equatorial countries
middle east of the State
a land of promise
continental boundaries

7. Names of calendar divisions, holidays, historic events, and periods of time.

Capitalize names of months of the year and days of the week.

January, February, March
Monday, Tuesday, Wednesday

Do not capitalize names of the seasons or the words year and century when used with numbers.

spring, summer, autumn, winter
the year 1960, the 20th century

Capitalize names of events and of holidays.

Battle of Lexington
War of 1812, World War II
Feast of the Passover
Fourth of July: the Fourth

Do not capitalize when used in a general sense.

the battle fought at Lexington
the war years, two major wars
a religious feast
on July the Fourth, a national holiday

C. Titles Used with Names or Titles Standing for Persons

1. Titles preceding names.

Capitalize titles preceding proper names.

President Lincoln
King George
Chairman McDowell
Ambassador Page

Do not capitalize when used in a general sense.

a president of a club
a king of spades
a chairman of the committee
ambassador at large

2. Titles following names or titles used alone.

Capitalize titles following proper names or used alone as substitutes for names when they indicate preeminence.

John Adams, President of the United States; the President; the President-elect; the Executive; the Commander in Chief; Ex-President Adams; a former President

Thomas Howells, Vice President of the United States; the Vice President

B. A. Rowland, Secretary of State; the Secretary; the Acting Secretary; the Under Secretary; the Assistant Secretary; the Director; the Chief; the Assistant Chief

Do not capitalize when used in a general sense, or when not indicating preeminence.

Burns Mason, president of the Potomac Railway; president-elect of the union; the executive's suite; a young commander in chief; ex-president of Cullen Institute; a former president of the university

Caleb Johnson, vice president of the Exchange; the vice president of SDA

secretaries of the military departments (part of the clerical staff), *but* Secretaries of the military departments (heads of Army, Navy, Air Force); the director, chief, or assistant chief of the laboratory

Capitalize titles in the second person.

Your Excellency
Mr. Chairman, Madam Secretary

D. Titles of Publications, Documents, Acts, etc.

Capitalize all words in titles of publications and documents, except *a, an, the, at, by, for, in, of, on, to, up, and, as, but, if, or,* and *nor.*

Statutes at Large, Revised Statutes
District Code
Bancroft's History
Journal (House or Senate)
American Journal of Science
Monograph 55, Research Paper 123
Senate Document 70, but Senate bill 416
House Resolution 68, but House bill 20
Kellogg Pact, North Atlantic Pact
Treaty of Ghent

Do not capitalize when used apart from titles or in a general sense.

the applicable statutes
the code of the District
history books
a journal of legislative action
a professional journal
any monograph, a research paper by Sales
a historical document from the Senate
a committee resolution
a pact between nations
the treaty signed at Ghent

E. The Definite Article

Capitalize the word *the* when used as part of a name or title.

The Dalles (Oregon)
The Weirs (New Hampshire)
The Hague
The Attorney General (if so written in copy)

Do not capitalize when *the* is used adjectively or with titles of newspapers, periodicals, vessels, airships or firm names.

the Dalles region
the Weirs streets
the Hague Court; *also* the Netherlands
the attorney general of Texas
the Times, the Atlantic Monthly
the Mermaid, the U-3
the National Photo Co.

F. Particles in Names of Persons

Capitalize particles in foreign names or titles—*d', da, della, du, van,* and *von.*

D'Orbigny
Da Ponte
Du Pont

Do not capitalize in foreign names when preceded by a forename or title.

Alcide d'Orbigny
Cardinal da Ponte
E. I. du Pont de Nemours & Co.

Capitalize particles in anglicized names, even if preceded by a forename or title.

Justice Van Devanter
Samuel F. Du Pont
Reginald De Koven

Do not capitalize when an individual prefers lowercase.

Henry van Dyke (his usage)
Irenee du Pont (his usage)

Note: USPS registered trademarks/service marks are capitalized—See Appendix B.

II. SPELLING

A. Preferred Spelling

abridgment
acknowledgment
adapter
adjuster
adviser
aging
anesthetic
ascendance
aye
barreled, barreling
beveled, beveling
biased
blond
boulder
buses
caliber
canceled, canceling, cancellation
catalog
channeled, channeling
cigarette
coconut
combated, combating
connecter
consignor
converter
conveyor
councilor
counseled, counselor, counseling
defense
descendant
development
diagramed, diagraming
dialed, dialing
dike
disk
draft
drought
employee
enclose
enclosure
entrust
equaled, equaling
esthetic
exhibitor
favor
flier
focused, focusing
forbade
fulfill
fuse
goodby
graveled, graveling
gray
intern
jeweled, jeweler, jeweling
judgment
kerosene
kidnaped, kidnaper, kidnaping
labeled, labeling
leveled, leveler, leveling
libeled, libeler, libeling
license
likable
maneuver
marshaled, marshaling
marvelous
medieval
meter
modeled, modeling
mold
monolog
movable
offense
penciled, penciling
percent
plow
practice
programed, programer, programming
reconnaissance
referable
signaled, signaling
skillful
stenciled, stenciling
theater
totaled, totaling
traveled, traveler, traveling
visa, visaed
vitamin
willful
woolen
woolly
worshiped, worshiper, worshiping

B. Double Consonants

When a suffix beginning with a vowel is added to a word ending in a single consonant preceded by a single vowel, double the consonant if (*a*) it ends a word of one syllable, or (*b*) it ends an accented syllable.

bag, bagging
get, getting
red, reddish

rob, robbing
corral, corralled
transfer, transferred

but total, totaled
travel, traveled

C. Indefinite Articles

1. Use *a* before words beginning with consonants, except words beginning with a silent *h*. Also use *a* before words spelled with initial vowels that combine consonant and vowel sounds.

a procedure
a hotel
a humble man

a union
a European atlas
a one-sided argument

but an hour

2. Use *an* before words beginning with vowels, and words beginning with a silent *h*.

an order
an electric light
an initial

an herbseller
an honor

D. Plural Forms

1. In forming the plurals of compound terms, make the significant word plural.

Significant word first

adjutants general
ambassadors at large
attorneys at law
attorneys general
brothers-in-law
commanders in chief
heirs at law
notaries public
postmasters general
rights-of-way

Significant word last

assistant attorneys
assistant commissioners
assistant secretaries
deputy sheriffs
lieutenant colonels
trade unions
vice chairmen
vice presidents

Significant word in middle

assistant postmasters general
assistant chiefs of staff
assistant comptrollers general
deputy chiefs of staff

Both words of equal significance

Bulletins Nos. 27 and 28; but Bulletin No. 27 or 28
men buyers
women students

No word significant in itself

hand-me-downs
jack-in-the-pulpits

2. When a noun is hyphened with an adverb or preposition, make the noun plural.

goings-on	listeners-in	makers-up
hangers-on	lookers-on	passers-by

3. When neither word is a noun, make the last word plural.

also-rans	go-betweens
come-ons	higher-ups

4. To form the plural of nouns ending with *ful*, add *s* at the end. If it is necessary to express the idea that more than one container was filled, write the two elements as separate words and make the noun plural.

five bucketfuls of the mixture (one bucket filled five times)
five buckets full of earth (separate buckets)
three cupfulls of flour (one cup filled three times)
three cups full of coffee (separate cups)

5. The plurals of these words may cause difficulty.

appendix, appendixes	maximum, maximums	phenomenon, phenomena
basis, bases	medium, mediums or media	plateau, plateaus
crisis, crises	memorandum, memorandums	stimulus, stimuli
curriculum, curriculums	minimum, minimums	synopsis, synopses
datum, data	minutia, minutiae	index, indexes
formula, formulas	parenthesis, parentheses	

III. COMPOUND WORDS

A. Solid Compounds

1. When *any, every, no,* and *some* are combined with *body, thing,* and *where,* type as one word. Type as separate words *some one, every one,* and similar combinations which refer to a particular person or thing. To avoid mispronounciation, type *no one* as two words at all times.

anybody	anywhere	nobody	somebody
anyone, *but*	everybody	no one	
any one thing	everything	nothing	something
anything	everywhere	nowhere	

2. Type as one word compound personal pronouns.

herself	myself	ourselves	yourself
himself	oneself	themselves	yourselves

3. Type as one word compass directions consisting of two points, but use a hyphen after the first point when three points are combined.

northeast	north-northeast	southwest	south-southwest

B. Prefixes, Suffixes, and Combining Forms

1. Type compounds which contain prefixes or suffixes as one word without a hyphen, except as shown in paragraphs 2, 3, and 4 following. Use a hyphen to avoid doubling a vowel or tripling a consonant, except after the prefixes *co, de, pre, pro,* and *re.*

antedate	extracurricular	northward	semiofficial
anti-inflation	homestead	offset	shell-like
biweekly	Inverness-shire	preexisting	thimble-eye
brass-smith	micro-organisms	reenact	twofold
cooperation	misstate	semi-independent	ultra-atomic
deemphasis	nationwide		

2. Use a hyphen to avoid confusion.

anti-hog-chlorea serum	non-civil-service position	re-treat (treat again)
co-op	re-sort (sort again)	un-ionized

3. Type with a hyphen the prefixes *ex, self,* and *quasi.*

ex-governor	self-control	quasi-argument
ex-serviceman	self-educated	quasi-corporation
ex-trader	quasi-academic	quasi-judicial

4. Use a hyphen to join a prefix to a capitalized word, unless usage is otherwise.

anti-Arab	*but* nongovernmental
pro-British	overanglicize
un-American	transatlantic

C. Numerical Compounds

1. Type a hyphen between the elements of compound numbers from twenty-one to ninety-nine and in adjective compounds with a numerical first element.

8-hour day	3-week vacation	*but* one hundred and twenty-one
6-footer	24-inch ruler	100-odd
10-minute delay	twenty-one	foursome

2. Type a hyphen between the elements of a fraction, but omit it between the numerator and the denominator when the hyphen appears in either or in both.

one-thousandth	twenty-one thirty-seconds	two one-thousandths
three-fourths of an inch	twenty-three thirtieths	two-thirds

D. Unit Modifiers

1. Place a hyphen between words, or abbreviations and words, combined to form a unit modifier immediately preceding the word modified, except as shown in paragraph b following. This use of the hyphen applies particularly to combinations in which one element is a present or past participle.

a 4-percent increase	Federal-State-local cooperation	long-term loan
Baltimore-Washington road	guided-missile program	lump-sum payment
drought-striken area	large-scale project	multiple-purpose uses
English-speaking nation	law-abiding citizen	U.S.-owned property

2. Where meaning is clear and readibility is not aided, it is not necessary to use a hyphen to form a temporary or made compound. Restraint should be exercised in forming unnecessary combinations of words used in normal sequence.

atomic energy power	land bank loan	real estate tax
child welfare plan	life insurance company	social security pension
civil service examination	parcel post delivery	soil conservation measures
income tax form	per capita expenditure	special delivery mail

3. Generally, do not use a hyphen in a two-word unit modifier the first element of which is an adverb ending in *ly;* do not use hyphens in a three-word unit modifier the first two elements of which are adverbs.

eagerly awaited moment	*but* ever-normal granary
heavily laden ship	ever-rising flood
unusually well preserved specimen	still-new car
very well defined usage	still-lingering doubt
very well worth reading	well-known lawyer
not too distant future	well-kept farm

4. Retain the original forms of proper nouns used as unit modifiers, either in their basic or derived forms.

United States laws	Red Cross nurse	Swedish-American descent
Latin American countries	Winston-Salem regional office	Minneapolis-St. Paul region

5. Do not confuse a modifier with the word it modifies.

gallant serviceman	well-trained schoolteacher	American flagship
average taxpayer	wooden-shoe maker	*but* American-flag ship
	tomato-canning factory	

6. Retain the hyphen where two or more hyphened compounds have a common basic element and this element is omitted in all but the last term.

8-, 10-, and 16-foot boards	second- and third-class mail
2- by 4-inch boards *but* 2 to 6 inches wide	moss- and ivy-covered walls
	not moss and ivy-covered walls

7. Do not use a hyphen in a foreign phrase used as a unit modifier.

ex officio member per capita tax per diem employee prima facie evidence

8. Do not use a hyphen in a unit modifier which contains a letter or a number as its second element.

article 3 provisions grade A milk point 4 program ward D patients class II railroad

9. Do not use a hyphen in a unit modifier within quotation marks unless the modifier is usually a hyphened term.

"blue sky" law "good neighbor" policy "tie-in" sale

E. Improvised Compounds

1. Use a hyphen between the elements of an improvised compound serving as an adjective or a noun.

how-to-be-beautiful course	know-it-all	stick-in-the-mud
know-how	let-George-do-it attitude	

2. When the form is printed in separate words, always hyphen the corresponding verb form.

blue-pencil	cold-shoulder	cross-brace

IV. Punctuation

A. Apostrophe

Use the apostrophe:

1. To indicate contractions or omitted letters.

I've it's (it is)

2. To indicate the coined plurals of letters, figures, and symbols.

three R's 5's and 7's +'s 70's

3. To show possession. Add *'s* when the noun does not end with an *s* sound. Add only the apostrophe to a noun that ends with an *s* sound.

officer's Mars' hostess'
Co.'s Cos.'
Jones' Joneses' Schmitz'

a. To show possession in compound nouns, add the apostrophe or *'s* to the final word.

brother-in-law's secretary-treasurer's

b. To show joint possession in nouns in a series, add the apostrophe or *'s* to the last noun.

soldiers and sailors' home

c. To show separate possession in nouns in a series, add the apostrophe or *'s* to each noun.

John's, Thomas', and Henry's ratings

d. To show possession in indefinite pronouns, add the apostrophe or *'s* to the last component of the pronoun.

others' homes
somebody else's books
someone's desk

Do not use the apostrophe:

1. To form the possessive of personal pronouns.

theirs yours hers its

2. To form the plural of spelled-out numbers, of words referred to as words, and of words already containing an apostrophe. Add *'s*, however, if it makes the plural easier to read.

twos and threes
ifs, ands, and buts
yeses and noes
do's and don'ts
which's and that's

3. To follow names of countries and other organized bodies ending in *s*, or after words more descriptive than possessive (not indicating personal possession), except when the plural does not end in *s*.

United States control
United Nations meeting
merchants exchange
children's hospital

4. To form the plural of USPS abbreviations (see Appendix B) unless used in possessive sense (see 3 under *Use the apostrophe:* section.)

ADPCs
BMCs

B. Brackets

Use brackets in pairs:

1. To enclose a correction.

   He arrived at 13 [12] o'clock.

2. To supply something omitted.

   Mr. Adams [arrived] late.

3. To explain or to identify.

   The president pro tem [Arnold] spoke briefly.

4. To instruct or to add comment.

   The report is as follows [read first paragraph]:

5. To enclose *sic* when it is used to show that an error in a quotation has been recognized but not changed.

   It's [sic] counterpart is missing.

Use a single bracket:

At the beginning of each paragraph but only at the close of the last paragraph, when extensive material is enclosed.

C. Colon

Use the colon:

1. To separate an introductory statement from explanatory or summarizing material that follows.

   The board consists of three officials: Chairman, vice chairman, and recorder-secretary.
   Give up conveniences; do not demand special privileges; do not stop work: these are necessary while we are at war.

2. To introduce formal statements, questions, or quotations.

   The committee stated the principle thus: In our foreign relations, people instead of governments are our first concern.
   The following question came up for discussion: What policy should be adopted?
   He said: [If the quotation is not more than one sentence, use a comma instead of a colon.]

3. To follow a formal salutation.

   Dear Mr. Franklin: Ladies and Gentlemen: To Whom It May Concern:

4. To separate the hour and the minutes in clock time.

   8:15 a.m. 11:59 p.m.

5. To follow introductory headings which lead directly to subentries.

   Policy:
   General:
   Salaries
   Responsibilities
   Specific:

6. To separate parts of citations. (Leave a space after the colon.)

   Luke 4: 3 Journal of Education 3: 342-359

7. To indicate proportion. (Use double colon as ratio sign.)
   1:2::3:6

D. Comma

Use the comma:

1. To separate words or figures that might otherwise be misunderstood or misread.

   Out of each 20, 10 are rejected.
   What the difficulty is, is not known.
   Instead of hundreds, thousands came.
   To John, Smith was very helpful.

2. To set off introductory or explanatory words that precede, break, or follow a short direct quotation. The comma is not needed if a question mark or an exclamation point is already part of the quoted matter.

   I said, "Don't you understand the question?"
   "I understand it," she replied, "but I disagree with the answer."
   "Why?" he said.
   "It's unreasonable!" she exclaimed.

3. To indicate the omission of an understood word or words.

   Then he was enthusiastic; now, indifferent.

4. To separate a series of modifiers of equal rank.

   It is a young, eager, and intelligent group.
   but He is a clever young man. (No comma when the final modifier is considered part of the noun modified.)

5. To follow each of the members within a series of three or more, when the last two members are joined by *and*, *or*, or *nor*.

   by five, 10, or 20
   horses, mules, and cattle
   by the bolt, by the yard, or in remnants

6. To separate an introductory phrase from the subject it modifies.

   Beset by the enemy, they retreated.

7. Before and after *Jr.*, *Sr.*, academic degrees, and names of States preceded by names of cities, within a sentence.

   Smith, Henry, Sr.
   Henry Smith, Jr., Chairman
   Washington, D.C., schools

8. To set off explanatory or qualifying words, phrases, or clauses.

   The atom bomb, developed by the Manhattan project, was first used in World War II.
   The situation in the Middle East, he reported, might erupt.
   but The person who started that fire is undoubtedly an arsonist. (No comma necessary, since the clause "who started that fire" is essential to identify the person.)

9. To set off words or phrases in apposition or in contrast.

   Mr. Hay, attorney for the plaintiff, asked for a delay.
   You will need work, not words.

10. To separate the clauses of a compound sentence if they are joined by a simple conjunction such as *or*, *nor*, *and*, or *but*.

    The United States will not be an aggressor, nor will it tolerate aggression by other countries.

11. To set off a noun or phrase in direct address.

    Mr. President, the motion has carried.

12. To separate the title of an official and the name of his organization, in the absence of the words *of* or *of the*.

    Chief, Insurance Branch
    Chairman, Committee on Appropriations

13. To separate thousands, millions, etc., in numbers of four or more digits.

    4,230 50,491 1,000,000

14. To set off the year when it follows the day of the month in a specific date within a sentence.

    The reported dates of September 11, 1943, to June 12, 1955, were erroneous.

15. To separate a city and state.

    Cleveland, Ohio Washington, D.C.

Do not use the comma:

1. To separate the month and year in a date.

   Production for June 1955
   On 5 July 1956 we dedicated the arsenal. (Military form of date.)
   but On July 5, 1956, we dedicated . . .

2. To separate units of numbers in built-up fractions, decimals, page numbers, serial numbers (except patent numbers), telephone numbers, and street addresses.

   1/2500
   1.9047
   page 2632
   Motor No. 189463
   MEtropolitan 9-3201
   1727-1731 Broad Street
   1450 kilocycles, 1100 meters (no comma unless more than four digits, radio only)

3. To precede an ampersand (&) or a dash.

   Greene, Wilson & Co. (except in indexes: Jones, A. H., & Sons)
   There are other factors- -time, cost, and transportation- -but quality is the most important.

4. To separate two nouns one of which identifies the other.

   The booklet "Infant Care"
   Wilson's boat *The Maria*

5. To separate the name and the number of an organization.

   Western Legion Post No. 12

6. Before a ZIP Code.

   Government Printing Office, Washington, D.C. 20401-3000

E. Dash

Use the dash (two hyphens and no spaces):

1. To mark a sudden break or abrupt change in thought.

   He said- -and no one contradicted him- -"The battle is lost."
   If the bill should pass- -which Heaven forbid!- -the service will be wrecked.

2. To indicate an interruption or an unfinished word or sentence.

   Q. Did you see- -? A. No, sir.
   He said, "Give me lib- -"

3. To serve instead of commas or parentheses, if the meaning is clarified by the dash.

   These are shore deposits- -gravel, sand, and clay- -but marine sediments underlie them.

4. To introduce a final clause that summarizes a series of ideas. (See also p. 2, preceding, for use of the colon.)

   Freedom of speech, freedom of worship, freedom from want, freedom from fear- -these are the fundamentals of moral world order.

5. To follow an introductory phrase leading into two or more successive lines and indicating repetition of that phrase.

   I recommend- -
   That we accept the rules
   That we publish them

6. To serve instead of a colon when a question mark closes the preceding idea.

   How can you explain this?- -"Fee paid, $5."

7. To precede a credit line or signature.

   Still achieving, still pursuing,
   Learn to labor and to wait.
   - -Longfellow

   This statement is open to question.- -Gerald H. Forsythe.

F. Exclamation Point

Use the exclamation point:

To mark surprise, incredulity, admiration, appeal, or other strong emotion, which may be expressed even in a declarative or interrogative sentence.

How beautiful!
"Great!" he exclaimed.
Who shouted, "All aboard!" (Question mark omitted)
O Lord, save Thy people!

G. Hyphen

Use the hyphen:

1. To connect the elements of certain compound words. (See also Section VII of this Appendix, Word Division)

   mother-in-law self-control walkie-talkie
   ex-governor H-bomb quasi-academic

2. To indicate continuation of a word divided at the end of a line. (See also Section VII of this Appendix, Word Division.)

3. To separate the letters of a word which is spelled out for emphasis.

   d-o-l-l-a-r-s

H. Parentheses

Use parentheses:

1. To set off matter not part of the main statement or not a grammatical element of the sentence, yet important enough to be included.

   Mr. Kelley (to the chairman).
   Q. (Continuing.)
   A. (Reads:)
   The result (see figure 2) is most surprising.

2. To enclose a parenthetic clause where the interruption is too great to be indicated by commas.

   You can find it neither in French dictionaries (at any rate, not in Littre) nor in English dictionaries.

3. To enclose an explanatory word that is not part of the statement.

   The Erie (Pa.) Ledger; *but* the Ledger of Erie, Pa.

4. To enclose letters or numbers designating items in a series, either at the beginning of paragraphs or within a paragraph.

   You will observe that the sword is (1) old fashioned, (2) still sharp, and (3) unusually light for its size.

5. To enclose a reference at the end of a sentence. Unless the reference is a complete sentence, place the period after the parenthesis closing the reference. If the sentence contains more than one parenthetic reference, the parenthesis closing the reference at the end of the sentence is placed before the period.

   The specimen exhibits both phases (pl. 14, A, B).
   The individual cavities show great variation. (See pl. 4.)
   This sandstone (see pl. 6) occurs in every county of the State (see pl. 1).

Use a single parenthesis:

At the beginning of each paragraph but only at the close of the last paragraph, when extensive material is enclosed.

I. Period

Use the period:

1. To end a declarative sentence that is not exclamatory, and to end an imperative sentence.

   He works for Johnson & Sons, Inc.
   Do not be late.

2. To end an indirect question or a question intended as a suggestion and not requiring an answer.

   Tell me how the rocket was launched.
   May we hear from you soon.

3. To indicate omission within a sentence, use three periods with spaces between; at the end of a sentence, four. Use spaced periods on a separate line to show omission of one or more paragraphs.

   He called . . . and left . . . . He returned the next day.

4. To follow abbreviations unless by usage the period is omitted.

   gal. qt. N.Y. *but* HEW USDA

Note: In abbreviations made up of single letters, no space is allowed between the period and the following letter, except that one space is allowed after the periods following the initials in a proper name.

J. Question Mark

Use the question mark:

1. To indicate a direct query, even if not in the form of a question.

   Did he do it?
   He did what?
   Can the money be raised? is the question.
   Who asked, "Why?" (Note single queston mark.)

2. To express more than one query in the same sentence.

   Can he do it? or you? or anyone?

3. To express doubt.

   He said the boy was 8(?) feet tall.

K. Quotation Marks

Use quotation marks:

1. To enclose a direct quotation. Single quotation marks are used to enclose a quotation within a quotation.

   The answer is "No."
   "Your order has been received," they wrote.
   He said, "John said 'No.' "
   "John," said Henry, "why do you go?"
   "The equipment will be forwarded promptly."

2. To enclose any matter following the terms *entitled, the word, the term, marked, endorsed,* or *signed.* Do not use them to enclose expressions following the terms *known as, called, so-called,* etc., unless such expressions are misnomers of slang.

   Congress passed the act entitled "An act . . . ."
   It was signed "John."
   After the word "treaty," insert a comma.
   The so-called investigating body. . . .

3. To enclose misnomers, slang expressions, nicknames, or ordinary words used in an arbitrary way.

K. Quotation Marks (continued)

Limit quotation marks:

Limit quotation marks, if possible, to three sets (double, single, double).

"The question is, in effect, 'Can a person who obtains his certificate of naturalization by fraud be considered a "bona fide" citizen of the United States?' "

Place punctuation inside or outside quotation marks, as follows:

Always type the comma and the final period inside the quotation marks. Other punctuation marks are placed inside only if they are a part of the quoted matter.

"The President," he said, "will veto the bill."
The trainman shouted, "All aboard!"
Is this what we call a "Correspondex"?
"Have you an application form?"
Who asked, "Why?"
Why call it a "gentlemen's agreement"?

L. Semicolon

Use the semicolon:

1. To separate independent clauses not joined by a conjunction, or joined by a conjunctive adverb such as *hence, therefore, however, moreover,* etc.

The report is not ready today; it may be completed by Friday.
The allotment has been transferred to the Production Division; hence, construction of the partitions must be delayed.

2. To separate two or more phrases or clauses with internal punctuation.

Robert M. Roman, chairman of the union, will travel in most of southern Europe; in all of the Near East; and, in case there is time, along the northern, western, and southern coasts of Africa.
If you want your writing to be worthwhile, give it unity; if you want it to be easy to read, give it coherence; and, if you want it to be interesting, give it emphasis.

3. To separate statements that are too closely related in meaning to be written as separate sentences.

No; we receive one-third.
War is destructive; peace, constructive.

4. To precede words or abbreviations which introduce a summary or explanation of what has gone before in the sentence.

A writer should adopt a definite arrangement of material; for example, arrangement by time sequence, by order of importance, or by subject classification.
The industry is related to groups that produce finished goods; i.e., electrical machinery and transportation equipment.

V. ABBRVIATIONS

A. Capitals, Hyphens, Periods, and Spacing

1. In general, when abbreviating a word or words, capitalize and hyphenate as in the original word or words. Use a period after each element of the abbreviation, unless through usage the period is omitted. Do not space after words except when they follow the initials in names of persons.

U.S. H.R. 116 A.B. St. a.m. ft.-lb. *but* J. M. Jones

2. Omit periods and spaces after initials used as shortened names of Government agencies and other organized bodies, if not contrary to usage.

HEW TVA DOD USPS AFL-CIO USAF

B. Calendar Abbreviations

1. When brevity is required, the names of all months except May, June, and July may be abbreviated if used with day, or year, or both.

Jan. Feb. Mar. Apr. Aug. Sept. Oct. Nov. Dec.

2. The names of days of the week are preferably not abbreviated. If they are, use the following forms:

Sun. Mon. Tues. Wed. Thurs. Fri. Sat.

C. Addresses

1. Words in an address are usually spelled out. Where brevity is required, these abbreviations following a name or a number may be used:

St.—Street	Sq.—Square	Dr.—Drive	NW.—Northwest
Ave.—Avenue	Blvd.—Boulevard	Ct.—Court	SW.—Southwest
Pl.—Place	Ter.—Terrace	Bldg.—Building	NE.—Northeast
			SE.—Southeast

2. Do not abbreviate the word *Street* or *Avenue* used as part of a name, even in parentheses, footnotes, and tables.

14th Street Bridge Ninth Avenue Bldg.

3. Do not abbreviate *county, fort, mount, point,* and *port.*

D. Geographic Terms

1. You may abbreviate *United States* when preceding *Government* or the name of a Government organization, except in formal writing. Spell out *United States* when it is used as a noun or when it is used as an adjective in association with names of other countries.

U.S. Government
U.S. Congress
U.S. Department of Agriculture
U.S. monitor *Nantucket*

U.S.S. *Brooklyn* (note abbreviation for ship)
but The climate of the United States
British, French, and United States Governments

2. With the exceptions noted above, the abbreviation U.S. is used in the adjective position but as a noun.

U.S. foreign policy
U.S. economy
U.S. attorney
U.S. attitude

but foreign policy of the United States
the economy of the United States
United States Code (official title)

Note: See Appendix D for approved Postal Service abbreviations of geographic terms.

E. Names and Titles

1. Use abbreviations in firm names as they are shown on the firm's letterhead.

   J. Dillard & Sons, Inc.

2. Where brevity in company names is required, the following abbreviations may be used:

Bro.—Brother	Co.—Company	Inc.—Incorporated	&—and
Bros.—Brothers	Corp.—Corporation	Ltd.—Limited	

3. Do not abbreviate *Company* and *Corporation* in names of Federal Government units.

   Metals Reserve Company Commodity Credit Corporation

4. In other than formal usage, you may abbreviate a civil or a military title preceding a name if followed by a given name or initial, but abbreviate Mr., Mrs., M., MM., Messrs., Mlle., Mme., and Dr., with or without a given name or initial. Refer to the GPO Style Manual for more detailed listing.

Adj.—Adjutant	Gov.—Governor	Prof.—Professor
Adm.—Admiral	Lt.—Lieutenant	Pvt.—Private
Asst. Surg.—Assistant Surgeon	Lt. Comdr.—Lieutenant Commander	Rear Adm.—Rear Admiral
Brig. Gen.—Brigadier General	Lt. Col.—Lieutenant Colonel	2nd Lt.—Second Lieutenant
Capt.—Captain	Lt. Gov.—Lieutenant General	Sfc.—Sergeant, first class
Comdr.—Commander	Lt. Gov.—Lieutenant Governor	Sgt.—Sergeant
Col.—Colonel	Lt. (jg)—Lieutenant, junior grade	S. Sgt.—Staff Sergeant
Cpl.—Corporal	Maj.—Major	Supt.—Superintendent
CWO—Chief Warrant Officer	Maj. Gen.—Major General	Surg.—Surgeon
1st. Lt.—First Lieutenant	M. Sgt.—Master Sergeant	T. Sgt.—Technical Sergeant
1st Sgt.—First Sergeant	Pfc.—Private, first class	Vice Adm.—Vice Admiral
Gen.—General	PO—Petty Officer	WO—Warrant Officer

5. Use the following abbreviations after a name:

   Jr., Sr.
   2d, 3d, II, III (not preceded by a comma)
   Degrees: M.A., Ph.D., LL.D.
   Fellowships, orders, etc.: F.R.S., K.C.B.

6. *Sr.* and *Jr.* should not be used without a given name or initials but may be used in combination with any title.

   A. B. Jones, Jr.; *not* Jones, Jr., *or* Mr. Jones, Jr. President J. B. Jones, Sr.

7. Do not use titles, such as *Mr.*, *Ms.*, and *Dr.* in combination with another title or with abbreviations indicating academic degrees.

   John Jones, A.B., Ph.D.; *not* Mr. John Jones, A.B., Ph.D.
   Dick Roe, M.D.; *not* Dr. Dick Roe, M.D., *or* Mr. Dick Roe, M.D.

8. When the name is followed by abbreviations designating religious and fraternal orders and academic and honorary degrees, arrange the abbreviations in this sequence: Orders, religious first; theological degrees; academic degrees earned in course; and honorary degrees in order of bestowal.

   John J. Jones, D.D., M.A., D.Lit. Richard R. Row, C.F.C., Ph.D., L.L.D.

F. Terms Relating to Congress

You may use the following abbreviations for the words *Congress* and *session* when the words are used in parentheses, brackets, footnotes, sidenotes, lists of references, and tables.

93d Cong., 1st sess. 1st sess, 93d Cong. Public Law 84, 92d Cong.

VI. NUMERALS

A. Numbers Spelled Out

1. Single numbers of less than 10 within a sentence.

six horses — five recommendations
three times as large — seven machine guns

2. Numbers of less than 100 preceding a compound modifier containing a figure.

two ¾-inch boards
twelve 6-inch guns — *but* 120 8-inch boards

3. Round numbers and indefinite expressions.

a hundred cows, dollars, men — *but* 100-odd pupils, 250-fold
the early seventies — *but* the 1870's, *not* the '70's *or* 70's
in the eighties — *but* mid-1961
midsixties
a thousand and one reasons
less than a million dollars

4. Numbers used with serious and dignified subjects and in formal writing.

the Thirteen Original States — in the year nineteen hundred and sixty-five
millions for defense but not one cent for tribute

5. Large numbers that are formally spelled out, as in legal work, are expressed as follows:

one thousand six hundred and twenty — fifty-two thousand one hundred and ninety-five
eight thousand and ninety-two — nine hundred and seventy-three thousand eight hundred and eighty-two

6. Fractions standing alone, or followed by *of a* or *of an*.

one-half inch — three-fourths of an inch,
one-half of a farm, *not* ½ of a farm — *not* ¾ inch or ¾ of an inch
but ½ to 1¾ pages

7. Ordinal numbers less than 10th. (See also p.3, item 4.)

First Congress ninth century eighth parallel Second Street Ninth Avenue

B. Large Numbers

Large numbers are usually expressed in figures; however, numbers from a million up which end in four or more zeros may be expressed in text by combining figures and words. In the examples which follow, preference is based on the ease with which the number can be grasped in reading.

Amount expressed in figures	*Preferable in text*	*Acceptable in text*
299,789,665.....	299,789,665	
$1,200,390,180.....	$1,200,390,180	
$12,000,000*	$12 million.....	12 million dollars
$1,000,000,000*.....	$1 billion	1 billion dollars *or* one billion dollars
3,250,000*.....	3.25 million	3¼ million *or* three and one-fourth million *or* three and one-quarter million
750,000,000*	750 million.....	¾ billion *or* three-fourths of a billion *or* three-quarters of a billion
9,000,000 to 1,000,000,000*	9 million to 1 billion...	nine million to one billion

*Correct for tabular work, and for text when used with other numbers ordinarily written in figures, as "$12,000,000 and $9,250,600."

C. Numbers Expressed in Figures

1. **Single numbers of 10 or more within a sentence.**
   50 ballots, guns, horses nearly 10 miles about 40 men

2. **Serial numbers.** (Commas are not used in serial numbers.)
   Bulletin 725 pages 352-357 ME5-9020 1900 19th Street 290 U.S. 325

3. **Quantities, measures, and time.**

   a. *Ages.*
      6 years old 52 years 10 months 6 days a 3-year-old boy

   b. *Dates.*
      June 1959; June 20, 1959 — *not* June, 1959, *or* June 20th, 1959
      March 6 to April 15, 1959 — *not* March 6, 1959, to April 15, 1959
      15 April 1960 (military)
      4th of July — *but* Fourth of July, (*meaning the holiday)*
      the 1st [day] of the month — *but* the last of April *or* the first of May (*not referring to specific days)*

   c. *Decimals.* Place a zero before a decimal where there is no unit, except in market quotations. (See paragraph (e) following.) Omit decimal point and zeros after a number unless the zero is needed to indicate exact measurement.
      0.25 inch 1.25 gauge height 10.0 approximately 10 feet

   d. *Degrees.*
      longitude 77°08'06" E. (spaces omitted) 104° temperature *but* two degrees of justice
      latitude 49°26'14" N. an angle of 57°

   e. *Market quotations.*
      4½-percent bonds Treasury bonds sell at 95
      Metropolitan Railroad, 109 sugar, .03; *not* 0.03

   f. *Mathematical expressions.*
      multiplied by 3 divided by 6

   g. *Measurements*
      7 meters, yards, miles, acres, bushels, ems, *but* tenpenny nail, fourfold, three-ply
      8 by 12 inches 2 feet by 1 foot 8 inches by 1 foot 3 inches
      20/20 vision 2,500 horsepower 6-pounder

   h. *Money.* (See also p.1, item 4 and Large Numbers section.)
      $0.75 *or* 75 cents $3 (*not* $3.00) per 200 pounds
      0.5 cent $3.65 *but* $3.00 to $3.65

   i. *Percentages.*
      23 percent 25.5 percent 0.5 percent *or* one-half of 1 percent
      5 percentage points 50-50 (colloquial expression)

   j. *Proportion.*
      1 to 4 1:62,500 1-3-5

   k. *Time.*
      6 hours 8 minutes 20 seconds half past 4 *or* 4:30 a.m.
      10 years 3 months 29 days 12 m. (noon) *and* 12 p.m. (midnight)
      but four centuries, three decades 1300 (military time) *not* 1300 hours
      10 o'clock or 10 p.m.
      not 10 o'clock p.m. *or* 10:00 p.m.

   l. *Unit modifiers.*
      5-day week 8-year-old wine 8-hour day 10-foot pole
      but a two-story house a five-man board $20 million airfield

4. **Ordinal numbers of 10th or more.** (See also p.1, item 7.)
   20th century 82d Congress 20th Congressional District
   17th region 171st Street 200th Place
   the ninth and 10th times He represented the first, fourth, and 12th wards.
5. **Designation of military units.** Always express the designation of military units in figures, except *Corps,* which is designated by Roman numerals.
   2d Infantry Division 323d Fighter Wing 5th Fleet
   7th Air Force 9th Naval District XII Corps

VII. WORD DIVISION

A. Divide Words

1. After a vowel, if the vowel itself is a separate syllable within a word.
   physi-cal *not* phys-ical
   particu-lar *not* partic-ular
   sepa-rate *not* sep-arate
   criti-cism *not* crit-icism
2. Between the members of solid compounds.
   rail-road prooî-reader
3. At the hyphen in hyphened compounds.
   court-martial above-mentioned
4. Between adjoining vowels in separate syllables.
   estu-ary gene-alogy cre-ation
5. After prefixes of three or more letters.
   ante-date tri-color inter-leaving trans-portation
6. Before suffixes of three or more letters.
   port-able writ-ing
7. After the second consonant of double consonants ending a root word, when followed by a suffix.
   tell-ing express-ing
8. Between double consonants that are doubled because a suffix is added.
   remit-ted thin-ning
9. After the consonant at the end of a syllable with a short vowel and before the consonant at the end of a syllable with a long vowel, if no vowel is a separate syllable or if vowels do not adjoin.
   progress (verb) pro-gress
   project (verb) pro-ject
   progress (noun) prog-ress
   project (noun) proj-ect
   stenographer (noun) stenog-rapher
   stenographic (adjective) steno-graphic

B. Do Not Divide Words

1. At the ends of more than two consecutive lines.
2. At the end of a line when the part begun there does not suggest the whole word.
   counter-offensive *not* coun-teroffensive
3. Of five or fewer letters, even though containing more than one syllable.
   avoid begin into also every area
4. Between a one- or a two-letter terminal syllable and the rest of a word.
   ammonia proceed*ed* peri*od*
5. Between a one- or two-letter initial syllable and the rest of the word.
   *i*dentity a*r*ound *be*havior
6. At the end of a page or of a paragraph.

C. Do Not Separate Closely Related Word Units

1. Avoid separating words in close association, such as the elements of dates and of proper names, groups of initials and surnames, and abbreviated titles (*Dr., Mrs.,* etc.) and names.
   a. When it is necessary to divide a date, the year may be carried over to the next line.
   b. When it is necessary to divide a proper name, the surname may be carried over to the next line.
2. Do not separate figures, letters, or symbols from their accompanying words when used as a group.
   Chapter III Article 14 1234 Fifth Street NW.
   $125.35

VIII. PLAIN WRITING

A. For a Better Beginning

Stiff and wordy	*Natural and to the point*
This is in response to your letter of November 15, in which you request information in regard to the recent amendment to Title ____ of Public Law ____.	We are glad to send you the information you want on the recent change in the Social Security law.
In accordance with the authority contained in your letter of April 9, the records of this office have been amended to show your name as James Henry Smith instead of John Henry Smith.	After getting your letter of April 9, we corrected our records to show your first name as James rather than John.
Reference is made to your letter of June 3 to the Honorable _____ which has been referred to this office for attention and reply in connection with your interest in a position as proofreader.	Senator _____ sent us your letter to him of June 3, with the thought that we may have job openings for proofreaders.
This is in reference to your letter of June 17, in which you express your opinion regarding the difficulties you are encountering because of prevailing economic conditions.	Your letter about the high cost of living touches on a subject of real concern to most of us.
It is with the deepest regret that I must decline your kind invitation to speak at the luncheon meeting of the _____ Association to be held on March 14.	As much as I dislike doing so, I must decline your invitation to speak at the _____ luncheon on March 14.
Reference is made to your letter of April 7, enclosing the receipt for _____, which was requested by a letter from this office dated April 4.	Thank you for your promptness in returning the receipt for _____.
In reply to your letter of August 10, please be informed that this office does not keep statistical data on the number of people in domestic employment, but it is suggested that you inquire at the Department of Labor.	We are sorry we cannot supply the statistics you want on domestic employment. We believe, though, that the Department of Labor can help you.
An examination of the catalog of this Service reveals a pamphlet on transition entitled "Word Bridges," which appears to be the book to which you make reference in your letter of October 4.	"Word Bridges" may be the book you had in mind when you wrote us on October 4.
It appears from your letter of September 2, that you are under a misapprehension about some of the eligibility requirements of Public Law _____, although your understanding of the citizenship requirement is substantially correct.	As you say in your letter of September 2, only citizens of this country may receive _____. There are several other points, though, that we should like to clear up.

B. The Watchlist

Watch for the words and phrases on this list. Some of them are overworked. Others are used incorrectly. Many are longer words than are needed.

Abeyance. *Held in abeyance* is a pompous phrase. *Wait* and *postpone action* are more natural expressions.

About. *He will arrive at about nine o'clock* is not a correct sentence. Use *at* or *about*, but not both.

Above should not be used in the sense of *more than*. *His wages are more than* (not *above*) *$5,000 a year*.

Above mentioned, Above named, Above referenced. These may be useful for form letters, but proper names add a personal touch and should be used in typed letters, except to avoid continuing repetition of names.

Accompanied by. The preposition *with* is usually better, as *his letter with* (instead of *accompanied by*) *the application*.

Accomplished may be expressed as *done*.

Accumulate. *Gather* is a good plain word to replace this one.

Acquaint. Instead of *acquainting* your readers with facts, *tell* or *inform* them.

Additional. Vary the use of this overworked adjective. Use *added*.

Advise. *Tell, inform,* and *say* are fresher words for letters. *You are advised* is a useless phrase in any letter.

Affect, Effect. *Affect* is always a verb meaning to modify or influence. *Effect* may be noun or verb. As a verb it means to accomplish or bring about; as a noun, outcome or result. Both *affect* and *effect* are overworked.

Affix your signature. Pompous. Say *sign the paper, check, form,* etc.

Afford an opportunity. *Allow* is suggested as a replacement for this overworked phrase.

All-around is not correct. Use *all-round*.

All of. Say *all the workers,* not *all of the workers.*

All ready, Already. The first is an adjective phrase, correctly used in this sentence: *When the hour came, they were all ready*. The second is an adverb that oftener than not should be omitted: *We have (already) written a letter.*

Alternative choice. *Alternative* refers to two only: *choice*, to two or more. Since there is only one alternative to another, don't say *the only other alternative*; simply say *the alternative*.

Ameliorate. Why is this big word so popular? It's a good word, but so is the commoner word *improve*.

Amount, Number are often used loosely. An *amount* is a sum total; *number*, as a noun, refers to collective units. You have *an amount of money,* and a *number of errors.*

Anticipate means to foresee or prevent by prior action. Don't use it when you actually mean *expect*.

Anxious is proper only when anxiety actually exists. We are *eager* to write good letters, not *anxious*.

Any. Don't follow superlatives with *any*, as *Lincoln's letters are the best of any*. When used in a comparative statement, *any* must be followed by *other*, as *that letter is better than any other he has written*.

Any place is not good usage. Say *anywhere*.

Appear. A woman *appears* to be young, but she *seems* to be intelligent. *Appear* usually suggests that which is visible.

Appreciate your informing us is a clumsy phrase that can be replaced with a simpler one, as *please write us* or *please tell us*.

Approximately is overworked. Why not say *about*?

Apparently. This is a "hedger" to be avoided.

Apprise. A stiff word. Use *inform* or *notify*.

Watch List (continued)

Apt. Don't use this word when you mean *likely*. *Apt* suggests predisposition. *A tactless person is apt to write a blunt letter,* but *delayed replies are likely* (not *apt*) to *damage public relations*.

Around. *Around ten dollars* is incorrect. Say *about ten dollars*.

Arrange to is frequently superfluous, as in *arrange to inform us*. Say *inform us*.

As, Than. Don't make *as* a preposition in a sentence like this: *He is as old as me.* Write *as I*. Similarly, don't write *He is older than me*. Say *than I*.

As from. *As from November 1 prices will go down*. Omit *as from*. If a preposition is needed, use *from, since* or *after*.

As of this date equals *today*.

Ascertain is a big word often used when the little words *learn* or *find out* are better. Don't use *ascertain* unless you want to put over the idea of effort in getting facts.

Assistance. Let's have more *help* and *aid*, and less *assistance*.

At. . .
- **—all times.** Say *always*.
- **—this time.** Say *now*.
- **—the present time.** Say *now*.
- **—your earliest convenience.** Do you mean that? A convenient time may not come.
- **—the earliest possible moment.** This may be the moment the letter arrives.

Attached. . .
- **—please find**
- **—hereto**
- **—herewith**

Worn out letter language. *Attached* is adequate.

Attention is invited or **attention is called** should be needless. If a sentence doesn't make its point without these emphatic phrases, it needs rewriting.

Balance. You may have a *balance* on an account, but that which is left after something is taken away is a *remainder*, as the *remainder of the year, the remainder of the office force*.

Basis. Instead of saying *as a basis for,* simply say *for*.

Be back in the sense of return is not preferable. Say, *he will return to* (not *be back in*) *the office Tuesday*.

Between, Among. *Between* properly refers to two only. *Among* is used in referring to more than two.

Biannual, Biennial. *Biannual*, like semiannual, means twice a year. *Biennial* means every two years.

Bimonthly means every two months. *Semimonthly* is used to express twice monthly.

Claim. Do not use *claim* as an intransitive verb. *Claim ownership*, but don't *claim to be efficient*.

Cognizance. Avoid this big word both in its legal meaning of *jurisdiction* and in its common meaning of *heed* or *notice*. Instead of saying *under the cognizance of this office,* be specific, as *this office does not audit travel vouchers*. Instead of saying having *cognizance of this fact,* say *aware of this fact*.

Commence. *Begin* or *start* are stout little words that should not be forgotten.

Commitment. How about *promise*?

Communicate, Communication. Avoid these long words by being specific. Instead of *communicate,* use *write, wire,* or *telephone*. Instead of communication, use *letter, telegram, memorandum*.

Compliance, Complies. The phrase *in compliance with your request* is too formal for a friendly letter. It is often not necessary but, if needed, may be replaced with *as you requested. Meets the requirement* is a good substitute for *complies with requirements*.

Conclude. It is better to *close a letter* than to *conclude* it.

Contribute. What's wrong with *give*?

Consider. Omit the superfluous *as* after this word. *We consider the case closed* (not *as closed*).

Considered opinion. Forget this one.

Considerable. Use this word only as an adjective.

Watch List (continued)

Consummate. You really like big words if you use this one in the sense of *complete* or *bring about*.

Continuously, Continually. The first word means *without interruption*; the second, *intermittently, at frequent intervals.*

Cooperate together. Cooperate suggests togetherness.

Data is now used as both a singular and plural noun. Why not use *facts* when that word expresses the same idea?

Date. Instead of *this date,* say *today*. Instead of *under date of,* say, *on, of,* or *dated.*

Degree. *A degree of improvement has been noted* is jargon for *we have noted*.

Demonstrates. *Shows* is a good plain word to substitute for this one.

Desire. *If you wish* or *if you want* is usually better than *if you desire*.

Determine. Overworked. *Decide* or *find out* may be substituted.

Develop. Don't use this word for *happen, occur, take place*.

Different is superfluous in this sentence: *Six (different) plans were discussed at the meeting*.

Due to the fact that is a round-about way of saying *because*.

During suggests continuously, throughout. *In* (not *during*) *the meeting he brought up the question of pay raises.*

Each, Every. You can't get between an *each* or an *every*. Say *between paydays* not *between every payday*.

Earliest practicable date. What is a *practicable* date? Use *as soon as possible,* or *earliest date*.

Effect, Affect. See AFFECT.

Effectuate. A pompous way of saying *to bring about*.

Employed is overworked in the sense of *used.*

Employment. Jobs and work have equal dignity.

Enclosed. . .
—herewith
—please find
—with this letter
} *Enclosed* is sufficient

Encounter difficulty is an unnecessary euphemism for *find it hard,* or *having trouble*. Instead of saying *call on our local office if you encounter difficulty in completing your application*, why not say *call on our local office if you need help* etc.? Or, if *difficulty* must be your word, why not replace *encounter* with *meet*?

Endeavor to ascertain, high-sounding phrase though it is, simply means *try to find out*.

Equivalent is seldom better than *equal*.

Event is not to be used for *incident, affair,* and *happening*, unless the occurence is particularly noteworthy.

Every, See **Each.**

Exercise care is a stuffy way of saying *please be careful*.

Expiration. *End* is just as final.

Expedite is a popular Government word. Can't we say *hasten* or *hurry*? Do you know that the Latin from which expedite derives means "to free one caught by the foot"?

Experience has indicated that. Try *we (I) learned*.

Facilitate is another popular Government word. It means *make easy*, but it makes hard reading for some people.

Farther, Further. Farther indicates distance; further denotes quantity or degree. You go *farther* away; you hear nothing *further*.

Favor. Does anybody nowadays use *favor* in the sense of a letter? Don't. It's old fashioned.

Few, Less. *Few* is for numbers; *less* is for quantities or amounts. *Write fewer pages* and *say less*.

First is both an adjective and an adverb. Don't say *firstly*.

Following. *He retired after* (not *following*) *an outstanding career*.

Watch List (continued)

Finalize, Finalization. These are manufactured words. Why manufacture such words when you have *end, conclude,* and *complete*?

For . . .
- **—your information.** Superfluous.
- **—the month of July.** *For July.*
- **—the reason that.** *Since, because, as.*

Former, Latter. Don't make your reader look back for the antecedents of these words. Repeat the name.

Forward is often used when *send* is better.

Fullest possible extent. A meaningless padding.

Furnish is often used when *give* is better. *Please give* (not *furnish*) *us the information.*

Further. See **Farther.**

If. . .
- **—doubt is entertained.** Say *if doubtful.*
- **—it is deemed satisfactory.** Say *if satisfactory.*

Implement. Say *carry out.*

In. . .
- **—compliance with your request.** Say *as requested.*
- **—addition to.** Say *besides* or *also.*
- **—a satisfactory manner.** Say *satisfactory.*
- **—the near future.** Say *soon.*
- **—the event that.** Say *if.*
- **—the amount of.** Say *for.*
- **—the meantime.** Say *meantime* or *meanwhile.*
- **—order to.** Say *to.*
- **—regard to.** Say *about.*
- **—view of the fact that.** Say *as.*
- **—a position to.** Say we *cannot* rather than we *are not in a position to.*

Inadvertency. *Errors* and *mistakes* are not glossed over by this euphemism.

Inasmuch as. *As, since,* and *because* are a lot shorter.

Indicate is overworked, but *show* is a stout little word.

Informed. *You are informed* should be a useless phrase in any letter.

Initial is overworked, but *first* is not used enough.

Initiate is a Government favorite for which *begin* is synonymous. Sometimes the word can be omitted, as in the phrase *initiate a citation (cite).*

Incapacitated. Why not *unable to work?*

Insure. *In order to insure* is a common phrase in Government letters. *Make sure* is simpler and more natural.

Interpose no objection. Be direct. Say *I do not object* or *I approve.*

Jurisdiction. Say **Cognizance.**

Kind, Sort. Avoid *kind of a* and *sort of a.* Instead of *kind of a machine* and *sort of a trap,* refer to a class of objects as *kind of machine* and *sort of trap.*

Kindly should not be used for please. *Please reply,* not *kindly reply.*

Last and **Latest** are not interchangeable. *Last* means final; *latest,* most recent. *The last page* of a book, but *the latest book on the market.*

Least is used when more than two persons or things have been mentioned. Use *less* when only two persons or things have been mentioned: *He is the less* (not *least*) *forceful of the two speakers.*

Lengthy means unduly or tediously long. *Lengthy* may describe some of our letters, but *long* is usually the word.

Less. See **Few** and **Least.**

Liable. Avoid *liable* in the sense of *likely. A tax increase is likely* (not *liable*) *to be protested.*

Lieu. *In place of* is more appropriate for letters.

Like. Never use *like* to introduce a subject and its verb. *He wrote as* (not *like*) *he spoke.*

Liquidate. Say *pay off* if you use the word in that sense.

Loan is not desirable as a verb. Use *lend.*

Locality. Don't overlook the little word *place.*

Locate. You *find* (not *locate*) a file.

Makes provision for. Try using *does.*

Means in the sense of resources is always plural. In the sense of *means to an end,* it may be singular or plural.

Watch List (continued)

Meets with our approval is a roundabout way of saying *we approve*.

Modification. *Change* will usually take the place of this one.

Myself is a reflexive pronoun properly used in referring back to *I. I will do it myself*, but *He selected Joe and me* (not *myself*) *for the job*.

Near is incorrectly used in this sentence: *There is not near enough*. Use *nearly*.

Necessary is used when *need* would do. For example, you may shorten *it is not necessary for you* to *you need not*.

Nominal. If you mean *small*, why not say *small*?

None as a subject is usually plural and takes a plural verb unless a singular subject is clearly intended. *None of the jobs are open. None of the work is done*.

Notwithstanding the fact that is the long-winded way of saying *although* or *even though*.

Number. Treat *a number* as a plural noun and *the number* as a singular noun; *a number were*, and *the number was*.

Objective can be *aim*.

Obligate can be *bind*.

Obligation can be *debt*.

On is superfluous in stating days and dates. *He arrives Tuesday*, not *on Tuesday*.

One should be omitted in sentences like this: *The error is not the first one*.

Optimum is Latin for *best*. Let's stick to English.

Out is superfluous in phrases like *start out* and *lose out. He started* (not *started out*) *as a messenger*.

Over should be avoided when you mean *more than* in referring to a number. *There were more than* (not *over*) *five hundred people at the meeting*.

Over-All adds nothing to the meaning of sentences like this: *Caution is the (over-all) trend*.

Over the signature of is an unnatural way of saying *signed by*.

Pamphlet need not be described as *little*. The suffix *let* on words like booklet, leaflet, and hamlet, means *little* or *small*.

Past. Say *last year*, not *past year*, if you mean the preceding year.

Part. *Our error* is better than *an error on our part*.

Participate is a common word, but *take part* is a good plain way of saying the same thing.

Party. Does anyone use this for *person* any more? Don't.

Pecuniarily interested. Like so many of our pompous phrases, this one originated to cover a broad meaning. Substitutes for phrases like these do not always easily satisfy our legal advisers. But you might try *financial interest* or *interest in profit*.

Per need not be used for our English article, *a*. Avoid the Latin terms, *per annum, per diem*, and so on. Say *a year* and *a day*.

Place. See **Any place**.

Portion. *Part of the time,* not *portion of the time*.

Possess. Why not *have*?

Practicable, Practical. A *practicable suggestion* can theoretically be carried out, but a *practical suggestion* can actually be carried out.

Practically is overworked. Use *virtually, almost, nearly*.

Preclude. Do you use this word whenever you can work it in? Vary your usage with *shut out* or *prevent*. Many letterwriters overwork the phrase *preclude the necessity*.

Predicated on the assumption. Forget this one.

Preventive is better than the irregular *preventative*.

Previous to, Prior to. Why not *before*?

Principal, Principle. The noun *principal* means *head* or *chief*, as well as *capital sum*. The adjective *principal* means *highest* or *best in rank* or *importance. Principle* means *truth, belief, policy, conviction,* or *general theory*.

Process of preparation doesn't make the action any more important than *being prepared* or *we are preparing*.

Watch List (continued)

Procure. Some people say this is the common Government word for *get*.

Promulgate. A long word for *issue*.

Providing should not be used for *if* or *provided*. *Providing low-cost houses is a problem* but *we will meet the problem provided the builders get supplies*.

Pursuant to. *Under* will usually take the place of this one.

Quite means *really, truly, wholly, positively*. Avoid its use in phrases like *quite a few* and *quite some*.

Rarely ever, seldom ever. *Ever* is superfluous in phrases like these. Say *we seldom fail*, not *we seldom ever fail*.

Reason is because. Redundant. Say *because* or *reason is*.

Recent date is meaningless. Either give the date of the letter or omit any reference to it.

Regarding is overworked. Little words wear better, so try using *about* oftener.

Remuneration. Why not *pay*?

Render. Use *give* in the sense of *giving help*.

Respecting. If you mean *about*; why not say *about*?

Reside. The chances are you seldom use this word in talking. The talk word *live* is the natural one for a letter.

Retain. *Keep* is not a word to shun.

Review of our records indicates. If the information can come only from the record, omit this phrase.

Said. Avoid the legalistic said, as *said date* or *said mortgage*. Use a pronoun or repeat the date or title.

Secure. Avoid this word when *get, take*, or *obtain* is better.

Seldom ever. *Ever* is superfluous.

Some should not be used in the sense of *somewhat, a little*, or *rather*. *His letters are somewhat* (not *some*) *better*.

Sort. Never say *these sort* or *those sort*. Say *this sort* or *those sorts*. See also **Kind**.

State is more formal than *say*.

Standpoint. Often an abstract appendage, as *I see no advantage in selling the stock from the standpoint of taxes*. Say *I see no tax advantage in selling the stock*.

Still remains. *Still* adds nothing to the meaning of *remains*.

Submitted. *Sent*.

Subsequent to. *After*.

Sufficient. *Enough*.

Terminated. *Ended* may be just as final.

This. . .
—is to inform you. Omit.
—is to acknowledge and thank you. *Thank you* is enough.

To the effect that. Usually a circumlocution. Write *your proposal that* instead of *your proposal to the effect that*.

Transmit. *Send* is better.

Under date of equals *on*.

Under separate cover. Say *separated* or *separately*.

Undersigned is *you*, the signer of the letter. Refer to yourself in human terms, *I or me*.

Unknown should be avoided in the sense of *unidentified*.

Until such time as. *Until* is enough.

Up to the present writing is *up to now*.

Utilization is an inflated word for *use*.

Verification may be *proof*.

Very is redundant in a phrase such as *very complete*. *Complete* is absolute.

Visitation. Why should anyone use this word in the place of *visit*?

Wish to apologize, wish to advise. Instead of the first phrase, simply say *we apologize*. Instead of the second phrase, start off with what you have to say.

Worth while. *While* is superfluous in *It is worth (while) noting*.

APPENDIX B

USPS APPLICATIONS

I. OCC SYSTEM
II. TRADEMARKS/SERVICE MARKS
III. GEOGRAPHIC ABBREVIATIONS
IV. ABBREVIATIONS AND ACRONYMS

USPS APPLICATIONS

I. ORGANIZATION CORRESPONDENCE CODES SYSTEM DESCRIPTION

A. USPS Headquarters

1. The alpha codes used at Headquarters are:

G	Postmast General
D	Deputy PMG
A	SAPMG Administration
E	SAPMG Employee & Labor Relations
F	SAPMG Finance
A	SAPMG Administration
O	SAPMG Operations
R	SAPMG Research & Management Systems
CS	Customer Services
DC	Controller
DS	Delivery Services
EC	Engineering Support Center
ER	Employee Relations
ES	Engineering & Technical Support
GC	General Counsel
GR	Government Relations
IA	International Postal Affairs
IR	Information Resource Management
IS	Inspection Service
JD	Judicial Officer
LR	Labor Relations
MP	Mail Processing
OT	Treasurer
PC	Public and Employee Communications
PD	Planning
PS	Procurement and Supply
RB	Real Estate and Buildings
RC	Rates and Classification
TR	Technology Resource

2. The complete alphanumeric correspondence codes are formulated as follows:

Organization	Code Formula	Title	OCC
PMG, DPMG and SAPMG	1 alpha + "1"	Postmaster General	G-1
		Deputy Postmaster General	D-1
		SAPMG Employee & Labor Relations	E-1
	Same alpha as PMG, DPMG or SAPMG plus two numbers (see 123.12)	Executive Assistant to PMG	G-10
		Spec. Assistant to PMG	G-11
		Research Administrator/ Historian	G-12
		Special Assistant to SAPMG, Employee & Labor Relations	E-10
APMG or Equivalent	Two alphas + "1"	APMG for Labor Relations	LR-1
APMG Staff	Same alpha as APMG + two numbers (10-99)	Special Labor Relations Programs	LR-10
Office (see 123.12a)	Same alpha as APMG or SAPMG + a number (1-9) followed by "00"	APMG Employee Relations	ER-1
		Office of Employee Services	ER-200
Division (see 123.12c)	Same alphas and first number of appropriate office + a number (1-9) followed by "0"	Headquarters Personnel Division	ER-230
Branch (see 123.12d)	Same alphas and first two numbers of appropriate Division followed by a number (1-9)	PAR Counselor	ER-231
		Headquarters, Personnel Actions Branch	ER-234

B. Headquarters Administrative Supporting Facilities

More detailed identification of the organization structure within these units may be made by the appropriate management. (See 122.3.)

Minneapolis PDC IRM1	National Information Systems Development Center IRR1
New York PDC IRN1	Washington Data Support Site IRW1
St. Louis PDC IRS1	Wilkes-Barre ADPC IRK1
St. Louis ADPC IRL1	Western Area Supply Center SCW1
San Bruno PDC IRB1	Eastern Area Supply Center SCE1
	Mail Equipment Shops MES1

C. Regional Headquarters

1. Regional Postmasters General (RPMGs) are assigned a two alpha character identifier followed by "1" as follows:

Central Region—RPMG	CE 1
Southern Region—RPMG	SN 1
Eastern Region—RPMG	EA 1
Western Region—RPMG	WE 1
Northeast Region—RPMG	NE 1

2. Staff organizations reporting directly to the Regional PMG are assigned the same alpha characters as the Regional PMG followed by two numbers (10-99). (See 123.12).

Central Region—RPMG	CE 1
Regional Counsel	CE 20

3. Regional Directors, Divisions and Branches:

Organization	Code Formula	Title	OCC
Director (see 123.12a)	Same alpha as RPMG + 1 number (1-9) followed by "00"	Regional Director E&LR	CE 200
Division (see 123.12c)	Same alpha and first number of appropriate Regional Director + 1 number (1-9) followed by a "0"	Labor Relations Division	CE 220
Branch (see 123.12d)	Same alpha and first two numbers of appropriate Division followed by a number (1-9)	Arbitration Branch	CE 222

D. Districts

District organizations are assigned the appropriate two digit regional identifiers, a "D" in the third position, and two numbers:

Atlanta District	SND 01
Long Island District	NED 04

E. Regional Field Units

Regional field units are assigned the appropriate two digit regional identifier, an alpha in the third position, and one number:

1. Procurement Services Offices (PSOs)

These offices are assigned the appropriate Regional identifier, a "P" in the third position, and one number:

Chicago PSO	CEP 1
Jacksonville PSO	SNP 4
Seattle PSO	WEP 8

2. Field Real Estate and Buildings Offices (FREBOs)

FREBOs are assigned the appropriate two digit Regional identifier, an "R" in the third position, and one number:

Mission FREBO	CER 3
New York FREBO	NER 1
Memphis FREBO	SNR 3

3. Transportation Management Offices (TMOs)

TMOs are assigned the appropriate two digit Regional identifier, a "T" in the third position, and one number:

Boston TMO	NET 1
Dallas TMO	SNT 2
St. Louis TMO	CET 8

II. USPS TRADEMARKS/SERVICE MARKS

A. Registered

1. Partial List

The following terms and slogans are among the registered trademarks of the Postal Service:

- CON-CON
- E-COM
- Express Mail
- Express Mail Custom Designed Service
- Express Mail Next Day Service
- Express Mail Same Day Airport Service
- First-Class Mail
- Here Today . . . There Tomorrow
- Intelpost
- Mr. ZIP
- Postique
- United States Postal Service
- U.S. Mail
- ZIP
- ZIP Code
- ZIP + 4

2. Rules for Use

a. Initial letters must be capitalized to distinguish them from terms that are not trademarks. Example: Express Mail is capitalized; *registered mail* is not a trademark and is not capitalized.

b. Words and phrases that are registered trademarks *may* be identified by the symbol ®. This symbol *must* be used to identify figures that are registered trademarks. (Exception: The USPS eagle emblem, only when used on letterheads and business cards; all other uses require the ®.)

c. Trademarks must be used *exactly* as listed above. Examples: ZIP Code not *Zip Code*; First-Class Mail not *First Class mail*—also capitalize and hyphenate First-Class when used in phrases such as *First-Class rates or letters.*

B . Pending

1. Partial List

The *common law* trademarks and service marks pending registration include:

- The Overnighter
- Presort
- Priority Mail

2. Rules for Use

The rules for pending marks are the same as for registered trademarks, except that the initials TM may be used instead of the symbol ®. As pending marks are granted registration, they are added to the registered trademark list.

NOTE: For a complete list of current trademarks, including logotypes, see the Domestic Mail Manual, Section 119 (Issue 12, 6-2-83). Additions are announced periodically in the Postal Bulletin.

III. GEOGRAPHIC ABBREVIATIONS

Following are the approved Postal Service style of abbreviations:

United States

AL	Alabama
AK	Alaska
AZ	Arizona
AR	Arkansas
CA	California
CO	Colorado
CT	Connecticut
DE	Delaware
DC	District of Columbia
FL	Florida
GA	Georgia
HI	Hawaii
ID	Idaho
iL	Illinois
IN	Indiana
IA	Iowa
KS	Kansas
KY	Kentucky
LA	Louisiana
ME	Maine
MD	Maryland
MA	Massachusetts
MI	Michigan
MN	Minnesota
MS	Mississippi
MO	Missouri
MT	Montana
NE	Nebraska
NV	Nevada
NH	New Hampshire
NJ	New Jersey
NM	New Mexico
NY	New York
NC	North Carolina
ND	North Dakota
OH	Ohio
OK	Oklahoma
OR	Oregon
PA	Pennsylvania
RI	Rhode Island
SC	South Carolina
SD	South Dakota
TN	Tennessee
TX	Texas
UT	Utah
VT	Vermont
VA	Virginia
WA	Washington
WV	West Virginia
WI	Wisconsin
WY	Wyoming

Territories and Possessions

AS	American Samoa
CM	Mariana Islands
GU	Guam
PR	Puerto Rico
TT	Caroline Islands
TT	Marshall Islands
VI	Virgin Islands

Canada

AB	Alberta
BC	British Columbia
MB	Manitoba
NB	New Brunswick
NF	Newfoundland
NT	Northwest Territories
NS	Nova Scotia
ON	Ontario
PE	Prince Edward Island
PQ	Quebec
SK	Saskatchewan
YT	Yukon Territory
LB	Labrador

IV. ABBREVIATIONS AND ACRONYMS

ABMPS—Automated Business Mail Processing System
AC—Actual Count
ADAPT—Automatic Density Analysis Profile Technique
ADC—Area Distribution Center
AFCM—Automatic Fine Cull Machine
AMF—Airport Mail Facility; also Airmail Field
AMO—Area Maintenance Office
AMP—Area Mail Processing
AO—Associate Office
AOCR—Advanced Optical Character Reader
APO—Army Post Office
ASF—Auxiliary Service Facility
ASM—Administrative Support Manual (policy manual)
ATO—Air Transfer Office (OBSOLETE)
BMC—Bulk Mail Center
BMEO—Buildings Management and Engineering Office
BRM—Business Reply Mail
CAG—Cost Ascertainment Grouping
CASH—Customer Action Saves Handlings
COB—Close of Business
COD—Collect on Delivery
COLA—Cost of Living Allowance
CPO—Community Post Office
CSR—Customer Service Representative
DMM—Domestic Mail Manual (policy manual)
EAS—Executive and Administrative Schedule
ECB—Engineering Change Board
E-COM—Electronic Computer Originated Mail
EDIT—Engineering Data Isolation Technique
EEO—Equal Employment Opportunity
EFTS—Electronic Funds Transfer System
ELM—Employee & Labor Relations Manual (policy manual)
ELRIC—Employee & Labor Relations Information Center
EM—Express Mail (Registered)
ESP—Electronic Sort Processor
FCM—First-Class Mail (Registered)
FIM—Facing Identification Mark
FLSA—Fair Labor Standards Act
FMM—Financial Management Manual (policy manual)
FPO—Fleet Post Office
FREBO—Field Real Estate and Buildings Office
GCW—Gross Combined Weight
GMF—General Mail Facility
GMS—General Mail System
GPO—General Post Office
HCR—Highway Contract Route
ID—Identification Card
IE—Industrial Engineering
IEO—International Exchange Office
IMM—International Mail Manual (policy manual)
IPSIM—Interactive Postal Simulator
LA—Lock Andrus (key or lock)
LDC—Labor Distribution Code
LID—Luminescent Indicia Detector
LMCSS—Letter Mail Code Sort System
LSM—Letter Sorting Machine
MAS—Management Action Series
MEC—Mail Exchange Center
MI—Management Instruction
MIP-SOP—Methods Improvement Program-Standard Operating Procedures
MMP—Managed Mail Program
MOD—Management Operating Data
MOM—Military Ordinary Mail
MPLSM—Multiposition Letter Sorting Machine
MSC—Management Sectional Center
MSSP—Manpower Scheduling & Staffing Program
MTAC—Mailers' Technical Advisory Committee
MTM—Methods Time Measurement
MTS—Management Training Series
MTSC—Maintenance and Technical Support Center
MTTR—Mean Time to Repair
MVO—Motor Vehicle Operator
MVRF—Mobile Vehicle Repair Facility
MVS—Motor Vehicle Service
NBMS—National Bulk Mail System
NCD—Non-City Delivery
NMICS—National Maintenance Information and Control System
NMO—Nonmachinable Outside
NO—No Office
NPO—Non-Personnel Office
NTAC—National Test Administration Center
NTC—National Transportation Center
NWRS—National Workhour Reporting System
OCR—Optical Character Reader
ODIS—Origin Destination Information System

OIC—Officer-in-Charge
PAL—Parcel Airlift Mail (military)
PAR—Program for Alcoholic Recovery
PASS—Profile Assessment System for Supervisors
PCES—Postal Career Executive Service
PDC—Postal Data Center
PEDC—Postal Employee Development Center
PMS—Postal Management Schedule
PO—Post Office
POM—Postal Operations Manual (policy manual)
PS—Postal Service (salary schedule)
PSM—Postal Service Manual (OBSOLETE)
PSDS—Postal Source Data System
PSO—Procurement Services Office
PST&DI—Postal Service Training and Development Institute
QC—Quality Control
RAP—Retail Analysis Program
RI—Regional Issuance
SAM—Space Available Mail (military)
SC—Sectional Center
SDC—State Distribution Center
SIP—Service Improvement Program
SPLSM—Single-Position Letter Sorting Machine
SSPC—Self-Service Postal Center
TOFC—Trailer on Flat Car
TOWVEYOR—Container Transport System
TMO—Transportation Management Office
TMS—Transportation Management System
TPO—Transfer Post Office
TWX—Teletypewriter Exchange
UAA—Undeliverable As Addressed
UPU—Universal Postal Union
USPS—United States Postal Service
VIM—Vertical Improved Mail
VMF—Vehicle Maintenance Facility
WCIP—Working Conditions Improvement Program
WLRS—Work Load Reporting System (OBSOLETE)
ZIP—Zoning Improvement Plan
ZMT—ZIP Mail Translator

Note: For definitions of abbreviations and acronyms, refer to Publication 32, *Glossary of Postal Terms*.

APPENDIX C

MODELS OF ADDRESS

Models of Address

A. When using a salutation and closing, the models of address in this appendix are the forms in general use and should be used as examples for other addresses. These forms may be varied under certain circumstances. For example, *Honorable* may be replaced by a title such as *General*, *Dr.*, or *His Excellency* as appropriate. All Presidential appointees and Federal and State elective officials, are addressed as *Honorable*. As a general rule, county and city officials, except mayors, are not addressed as *Honorable*. Persons once entitled to the title *Governor*, *Judge*, *General*, *Honorable*, *His Excellency*, or a similar distinctive title may retain the title throughout their lifetimes. When a woman occupies the position, the title *Madam* is substituted for *Mr.* before such formal terms as *President*, *Vice President*, *Chairman*, *Secretary*, *Ambassador*, and *Minister*. Use the title *Senator* for a female member of the Senate and *Ms.* for a female member of the House of Representatives, Senator-elect, or Representative-elect, unless it is known that the individual prefers Miss or Mrs.

B. Observe the following general rules when addressing communications to individuals by name and/or title.

1. Use open punctuation in addresses (periods are left out).

2. Spell out all titles in the address, except *Dr.* *Mr.*, and *Ms.* Don't use two titles with the same meaning with one name, for example use *Dr. Paul White* or *Paul White, M.D.*, but not *Dr. Paul White, M.D.*

3. Address females as *Ms.* unless it is known that the individual prefers *Miss* or *Mrs.*

4. If it is not known whether the addressee is a man or a woman, omit the title. For example, use *Leslie Doe*.

5. In some cases the persons holding a Ph.D. degree prefers to be addressed as *Dr. (full name)*, rather than as *The Reverend, Dean, Professor*, etc.

C. The following list shows the address element, salutation, and complimentary close, when used, for certain addresses.

Addressee	Address on Letter and Envelope	Salutation and Complimentary Close
The President	The President The White House Washington, D.C. 20500	Dear Mr. President: Respectfully,
Wife of the President	Mrs. (full name) The White House Washington, D.C. 20500	Dear Mrs. (surname): Sincerely,
Assistant to the President	Honorable (full name) Assistant to the President The White House Washington, D.C. 20500	Dear Mr. (surname): Sincerely,
Former President	Honorable (full name) (local address) 00000	Dear President (surname): Sincerely,

Addressee	Address on Letter and Envelope	Salutation and Complimentary Close
The Vice President	Formal: The Vice President United States Senate Washington, DC 20510 Informal: Honorable (full name) The Vice President of the United States Washington, DC 20501	Dear Mr. Vice President: Sincerely, Dear Mr. Vice President: Sincerely,
The Chief Justice	The Chief Justice of the United States The Supreme Court of the United States Washington, DC 20543	Dear Mr. Chief Justice: Sincerely,
Associate Justice	Mr. Justice (surname) The Supreme Court of the United States Washington, DC 20543	Dear Mr. Justice: Sincerely,
President of the Senate	Honorable (full name) President of the Senate Washington, DC 20510	Dear Mr. President: Sincerely,
United States Senator	Honorable (full name) United States Senate Washington, DC 20510 or Honorable (full name) United States Senator (local address) 00000	Dear Senator (surname): Sincerely,
United States Representative	Honorable (full name) House of Representatives Washington, DC 20515 or Honorable (full name) Member, United States House of Representatives (local address) 00000	Dear Congressman: Sincerely,
Committee Chairman	Honorable (full name) Chairman, Committee on (name) United States Senate Washington, DC 20510 or Honorable (full name) Chairman, Committee on (name) House of Representatives Washington, DC 20515	Dear Mr. Chairman: Sincerely,
Subcommittee Chairman	Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) United States Senate Washington, DC 20510 or Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) House of Representatives Washington, DC 20515	Dear Senator (surname): Sincerely,

Addressee	Address on Letter and Envelope	Salutation and Complimentary Close
Speaker of the House of Representatives	Honorable (full name) Speaker of the House of Representatives Washington, DC 20515	Dear Mr. Speaker: Sincerely,
Cabinet Members	Honorable (full name) Secretary of (name of Department) Washington, DC 00000 or Honorable (full name) Attorney General Washington, DC 20530	Dear Mr. Secretary: Sincerely, Dear Mr. Attorney General: Sincerely,
Deputy Secretaries, Assistants, or Under Secretaries	Honorable (full name) Deputy Secretary of (name of Department) Washington, DC 00000 or Honorable (full name) Assistant Secretary of (name of Department) Washington, DC 00000 or Honorable (full name) Under Secretary of (name of Department) Washington, DC 00000	Dear Mr. (surname): Sincerely,
Heads of Independent Offices and Agencies	Honorable (full name) Comptroller General of the United States General Accounting Office Washington, DC 20548 or Honorable (full name) Chairman, (name of Commission) Washington, DC 00000 or Honorable (full name) Director, Office of Management and Budget Washington, DC 20503 or Honorable (full name) Postmaster General Washington, DC 20260	Dear Mr. (surname): Sincerely, Dear Mr. Chairman: Sincerely, Dear Mr. (surname): Sincerely, Dear Mr. Postmaster General: Sincerely,
Librarian of Congress	Honorable (full name) Librarian of Congress Library of Congress Washington, DC 20540	Dear Mr. (surname): Sincerely,
Public Printer	Honorable (full name) Public Printer U.S. Government Printing Office Washington, DC 20401	Dear Mr. (surname): Sincerely,
American Ambassador	Honorable (full name) American Ambassador (City), (Country)	Sir: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)

Addressee	Address on Letter and Envelope	Salutation and Complimentary Close
American Consul General or American Consul	(Full name) American Consul General (or American Consul) (City). (Country)	Dear Mr. (surname): Sincerely,
Foreign Ambassador in the United States	His Excellency (full name) Ambassador of (Country) (local address) 00000	Excellency: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
United States Representative to the United Nations or Organization of American States	Honorable (full name) United States Representative to the United Nations (or Organization of American States) (local address) 00000	Sir: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
Governor of State	Honorable (full name) Governor of (name of State) (City), (State) 00000	Dear Governor (surname): Sincerely,
Lieutenant Governor	Honorable (full name) Lieutenant Governor of (name of State) (City), (State) 00000	Dear Mr. (surname): Sincerely,
State Senator	Honorable (full name) (name of State) Senate (City), (State) 00000	Dear Mr. (surname): Sincerely,
State Representative, Assemblyman, or Delegate	Honorable (full name) (name of State) House of Representatives (or Assembly or House of Delegates)[1] (City), (State) 00000	Dear Mr. (surname): Sincerely,
Mayor	Honorable (full name) Mayor of (name of City) (City), (State) 00000	Dear Mayor (surname): Sincerely,
President of a Board of Commissioners	Honorable (full name) President, Board of Commissioners of (name of City) (City), (State) 00000	Dear Mr. (surname): Sincerely,
Protestant Clergy	The Right Reverend (full name) Bishop of (name) (local address) 00000 or The Very Reverend (full name) Dean of (Cathedral) (local address) 00000 or The Reverend (full name) Bishop of (name) (local address) 00000	Right Reverend Sir: (formal) Dear Bishop (surname): (informal) Sincerely, Very Reverend Sir: (formal) Dear Dean (surname): (informal) Sincerely, Reverend Sir: (formal) Dear Bishop (surname): (informal) Sincerely,

[1]In most States, the lower branch of the legislature is the House of Representatives. In some States, such as California, New York, New Jersey, Nevada, and Wisconsin, the lower house is known as the Assembly. In others, such as Maryland, Virginia, and West Virginia, it is known as the House of Delegates. Nebraska has a one-house legislature. Its members are classed as senators.

Addressee	Address on Letter and Envelope	Salutation and Complimentary Close
Protestant Clergy (Continued)	or The Reverend (full name) (Title), (name of Church) (local address) 00000	Dear Mr. (surname): Sincerely,
Catholic Clergy	His Eminence (given name) Cardinal (surname) Archbishop of (Diocese) (local address) 00000	Your Eminence: (formal) Dear Cardinal (surname): (informal) Sincerely,
	or The Most Reverend (full name) Archbishop of (Diocese) (local address) 00000	Your Excellency: (formal) Dear Archbishop (surname): (informal) Sincerely,
	or The Most Reverend (full name) Bishop of (City) (local address) 00000	Your Excellency: (formal) Dear Bishop (surname): (informal) Sincerely,
	The Right Reverend Monsignor (full name) (local address) 00000	Right Reverend Monsignor: (formal) Dear Monsignor (surname): (informal) Sincerely,
	or The Very Reverend Monsignor (full name) (local address) 00000	Very Reverend Monsignor: (formal) Dear Monsignor (surname): (informal) Sincerely,
	or The Reverend (full name) (add initials or Order, if any) (local address) 00000	Reverend Sir: (formal) Dear Father (surname): (informal) Sincerely,
	or Mother (name) (initials of Order, if used) Superior (name of Convent) (local address) 00000	Dear Mother (name): Sincerely,
Jewish Clergy	Rabbi (full name) (local address) 00000	Dear Rabbi (surname) Sincerely,
Chaplains	Chaplain (full name) (rank, service designation) (post office address of organization and station) (local address) 00000	Dear Chaplain (surname): Sincerely,
President of a College or University (Doctor)	Dr. (full name) President, (name of institution) (local address) 00000	Dear Dr. (surname): Sincerely,
Dean of a School	Dean (full name) School of (name) (name of institution) (local address) 00000	Dear Dean (surname): Sincerely,

Addressee	Address on Letter and Envelope	Salutation and Complimentary Close
Professor	Professor (full name) Department of (name) (name of institution) (local address) 00000	Dear Professor (surname): Sincerely,
Physician	(full name), M.D. (local address) 00000	Dear Dr. (surname): Sincerely,
Lawyer	Mr. (full name) Attorney at Law (local address) 00000	Dear Mr. (surname): Sincerely,
Two or More Men	Mr. (full name) and Mr. (full name)[2] (local address) 00000	Gentlemen: Sincerely,
One Woman and One Man	Ms. (full name) and Mr. (full name)[2] (local address) 00000	Dear Ms. (surname) and Mr. (surname) Sincerely,
Service Personnel	(full grade, name, and abbreviation of service designation) (Retired is added, if applicable) (title and organization) (local address) 00000	Dear (grade) (surname): Sincerely,
Service Academy Members Army or Coast Guard	Cadet (full name) (service designation) (local address) 00000	Dear Cadet (surname): Sincerely,
Navy	Midshipman (full name) (service designation) (local address) 00000	Dear Midshipman (surname): Sincerely,
Air Force	Air Cadet (full name) (service designation) (local address) 00000	Dear Air Cadet (surname): Sincerely,

[2]A letter to two or more persons may be addressed as illustrated or to only one of them when the other is mentioned by name in the opening paragraph.